

AccessData

# MOBILE PHONE EXAMINER

PLUS



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# CHAPTER 1 INTRODUCTION

The AccessData (AD) Mobile Phone Examiner Plus (MPE+) is a powerful mobile device data review tool that can be used in the field as part of a mobile field unit or in the lab. Additionally, data extracted from mobile devices using MPE+ can be easily imported into an FTK case which offers more in-depth drill-down, categorization, full-text index searching, and all of this right along side other digital evidence collected for a case. MPE+ can extract information such as phone and address book data, media files, call logs, SMS and MMS messages, calendar, and file system data stored in the memory of a mobile device.

## AUDIENCE

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MPE+ and its manual are written for law enforcement and corporate security professionals with the following competencies:

- Basic knowledge of and training in forensic policies and procedures.
- Basic knowledge of and experience with personal computers, mobile phones, enhanced PDAs, and SmartPhones.
- Familiarity with the fundamentals of collecting digital evidence from mobile devices.
- Understanding of forensic data images and how to acquire forensically sound images.
- Experience with case studies and reports.
- Basic competency with FTK.
- Familiarity with the Microsoft Windows environment.

## FORENSIC CASES AND EVIDENCE HANDLING

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For information on how to handle the image as evidence in a case, see the FTK User Guide.





# CHAPTER 2 MPE+ INSTALLATION

## PREREQUISITES

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Before installing AccessData FTK MPE+, you need to have the following:

- The CodeMeter Runtime 4.10b (or newer) must be installed on the computer where MPE+ will be run.
- An GSM License Activation Key.
- Either a USB CodeMeter device, a Virtual CodeMeter (VCM), or a properly licensed Network License Server (NLS) must be present.

## **HARDWARE AND SOFTWARE REQUIREMENTS**

Before using MPE+ to image and use phone images as part of an investigation, certain hardware and software requirements must be met.

### **Software and License Requirements**

To run MPE+, in addition to the hardware requirements, you need the following:

- An additional license with separate installation.
- MPE+ operates as a standalone product on the Microsoft Windows OS platform.
- AccessData FTK must be installed if you intend to add the imaged phone data to a case for further investigation.

Images created by MPE+ are AccessData-proprietary AD1-type images. MPE+ images can be imported back into MPE+, and can be added as evidence to a case in any AD FTK-core product.

MPE+ requires third-party drivers to read the information on the phone and make it into a forensic image. This is further explained in “Installing MPE+” on page 4.

## Hardware Requirements

MPE+ requires the following additional hardware:

- USB ports on your machine
- WIBU-SYSTEMS CodeMeter USB or Virtual CmStick (with current licenses installed)
- A data cable specific to the mobile device. Several are shipped with MPE+. For a list of mobile phones and the cable required to interface each phone with the investigating computer, see “Appendix A Supported Mobile Device Types” on page 33.

### OPTIONAL HARDWARE

AccessData MPE+ can be purchased together with an optional portable imaging unit currently referred to as a “MPE+ field Tablet.”

## INSTALLING MPE+

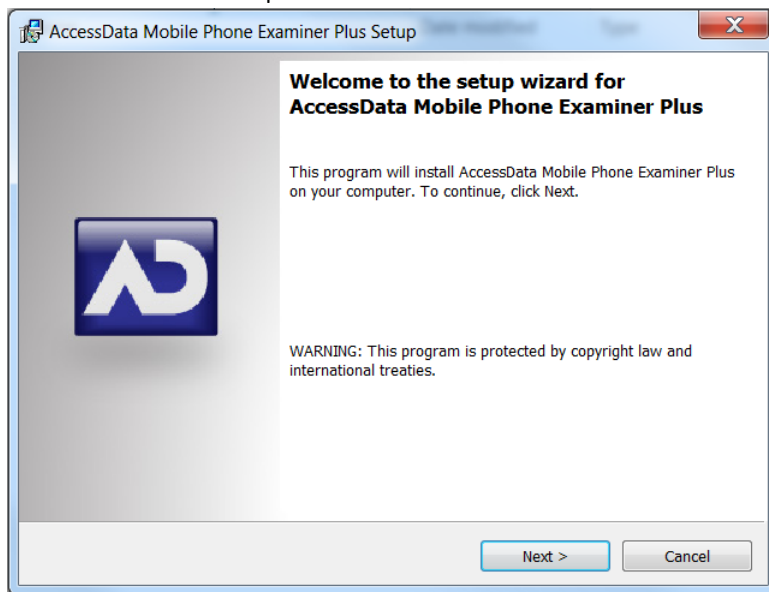
---

**Note:** The MPE+ installer automatically configures MPE to run as an administrator. In order to function properly, MPE+ 4.0 requires local administrator rights to the system, and therefore it must also be installed by a user with local administrator privileges.

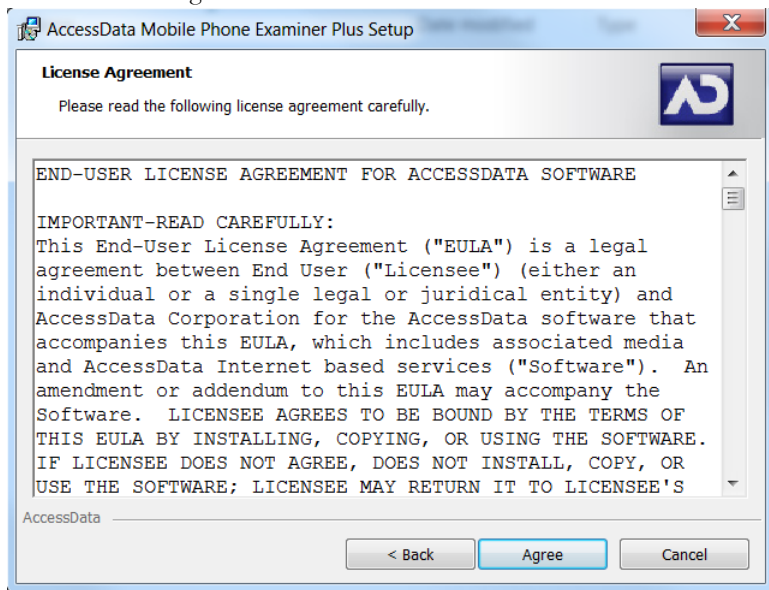
To install MPE+:

1. Insert the MPE+ installation media into the CD/DVD drive.

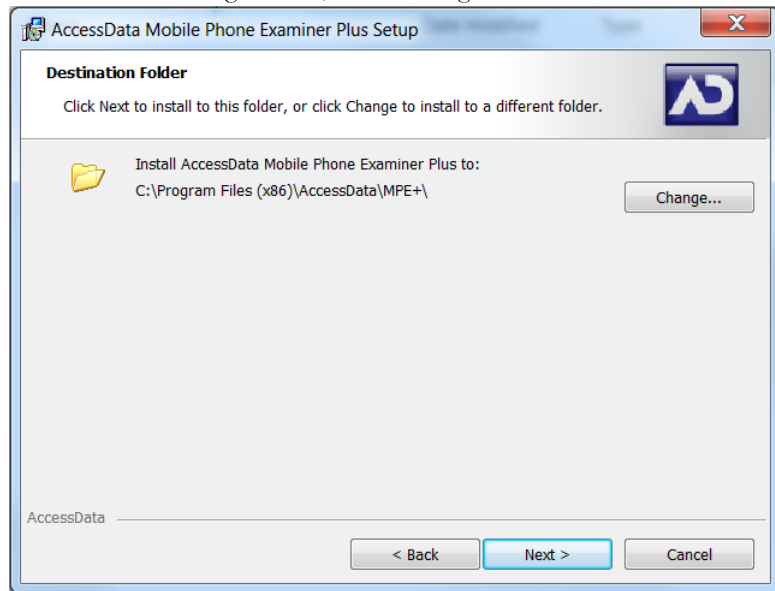
Autorun launches Setup.exe.



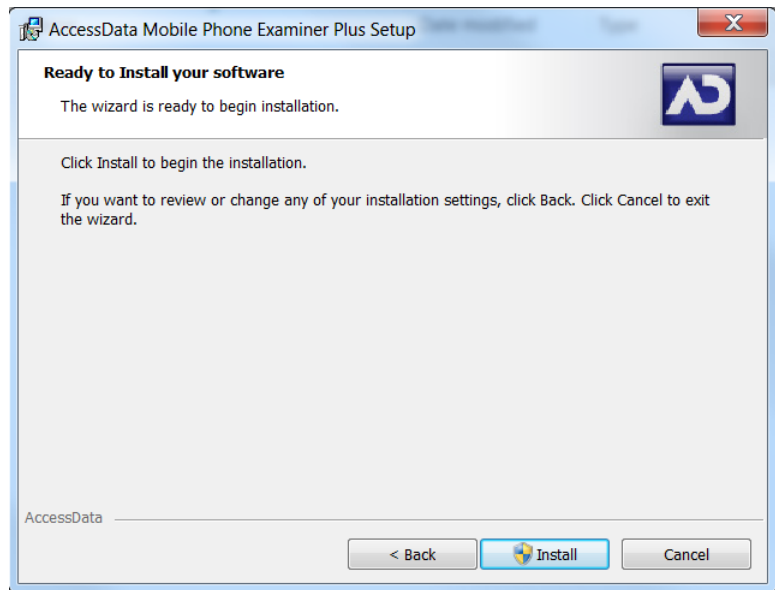
2. Click *Next* to begin the installation.



3. Read the License Agreement, then click *Agree* to continue..

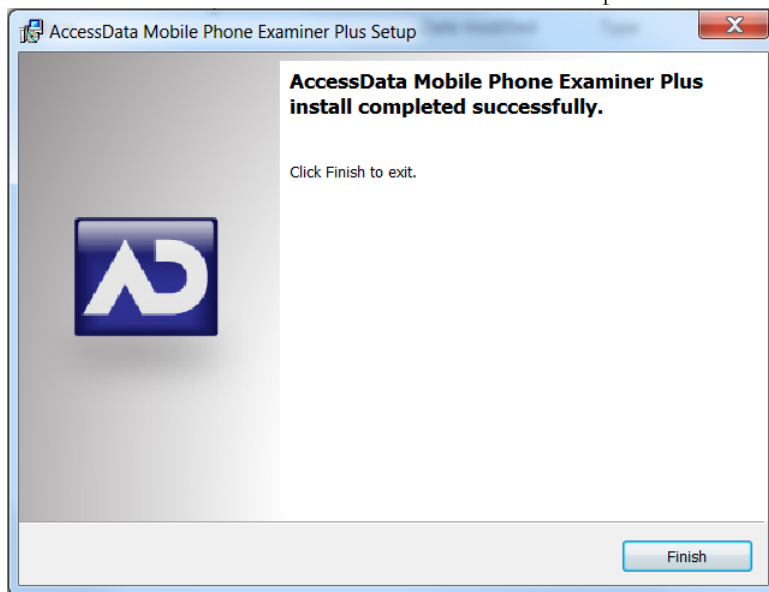


4. Select a destination folder and click *Next* to continue.



5. Click *Install* to begin the installation process.

6. Click *Finish* to close the Wizard when installation is complete.



## UPGRADING FROM A PREVIOUS VERSION

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1. Deactivate your old GSM license (see "Deactivating a GSM License" on page 10 for more information on deactivating your license).
2. Uninstall old version(s) of MPE.
3. Install new MPE+.
4. Activate same license key license when prompted (see "Activating a GSM License" on page 10 for information on how to activate your license).



# CHAPTER 3 GETTING STARTED

This chapter contains all the information you need to get started with MPE+, including licensing your software and connecting devices to your computer. Once you have completed the information covered in this chapter, MPE+ will be ready to extract and save data from devices.

## LICENSING

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### **ABOUT LICENSING**

MPE+ requires two different licenses in order to function properly.

- MPE License: Required to launch the application.
- GSM License: Required to communicate with any GSM device.

### **MPE LICENSE OPTIONS**

Choose among the following licensing options:

- USB CodeMeter device: See “AccessData Product Licenses” on page 61.
- Virtual CodeMeter: See “Virtual CodeMeter Activation Guide” on page 86.
- Network license: See “Network License Server (NLS) Setup Guide” on page 95.

**Note:** See “Appendix B Licensing Information” on page 61 for more information on licensing.

**Note:** MPE+ Field Tablet does not require an MPE license, it is already built in.

### **GSM LICENSE**

The GSM Licensing information includes the following items that came with your software:

- Activation Key
- User Name

**Note:** The Activation Key can be deactivated at any time see “Deactivating a GSM License” on page 10 for information on how to do this.

## **ACTIVATING A GSM LICENSE**

### **ACTIVATING ON AN ONLINE COMPUTER**

To activate an online computer:

1. Launch MPE+.
2. If you do not have your GSM provider license, it will prompt you to enter it. Enter the Activation Key and User Name.
3. Click *Activate*.

If you have a failure during activation, you can follow the steps in “Activating on an Offline Computer” on page 10. The process for activating on an online computer is the same as with an offline computer except that you only do steps 1-7, 13, 15, and 16 of the offline activation.

### **ACTIVATING ON AN OFFLINE COMPUTER**

To activate the GSM license on a system without an internet connection, refer to the Offline Activation guide located at:

[http://support.accessdata.com/downloads/ActivatingGSM\\_OfflineGuide.pdf](http://support.accessdata.com/downloads/ActivatingGSM_OfflineGuide.pdf)

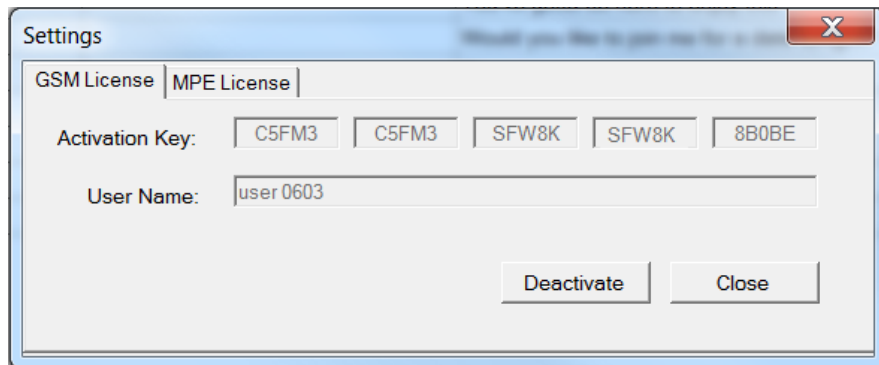
## **DEACTIVATING A GSM LICENSE**

The deactivate function allows the license to be removed from one machine and placed on another. To deactivate the Mobile Phone Examiner license:

1. Click the *Settings* button.  
The Settings dialog appears.

**FIGURE 4-1** Settings dialog





**2.** Click *Deactivate*.

The Activation Key and User Name deactivates and the Deactivate button becomes the Activate button.

To reactivate your software, enter the Activation Key and User Name that came with your software and click *Activate*.

**Note:** For help on deactivating the GSM license on an offline computer, please contact an AccessData technical support representative.

## CONNECTING DEVICES

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The process of connecting a device to the system for the purpose of examination is made up of two basic tasks, installing device drivers and establishing a data connection to the device.

### INSTALLING DEVICE DRIVERS

Each supported mobile device that you plan to examine must have the correct driver installed before the device is connected. For any device to be detected by MPE+, the manufacturer's device driver must first be properly installed.

**Note:** Mobile device drivers can be found on the MPE+ installation disk as well as in the ZIP archive of the MPE+ download. Users of the MPE+ Field Tablet will find that many of the most common drivers have been pre-installed on their system.

To install a manufacturer device driver, perform the following steps:

1. Verify the device manufacturer and model is listed in the Supported Device list. See "Appendix A MPE+ Supported Mobile Devices" on page 35.

2. Locate the correct USB cable and connect the phone to the computer through the USB cable.
3. Upon connecting the device, Windows will automatically attempt to locate the appropriate driver. You will likely be prompted to provide the path to the appropriate driver, if so, browse to the path of the driver based on the name of the manufacturer found in the device drivers folder.
4. Once you have selected a driver, Windows will provide feedback as to whether or not the driver was successfully installed.

If the selected driver fails to install, you may need to repeat the process starting from Step 1.

If Windows indicates that the driver did install successfully, however, proceed to the next step.

5. Once the driver has been successfully installed, you may be prompted to locate additional drivers, this is normal and you should continue to repeat the process for as many drivers as Windows detects that it needs.
6. Verify the device is properly listed in the Windows Device Manager.

**Note:** Only currently connected devices will be listed in Windows Device Manager. Device drivers you have installed previously will not be listed unless the device is connected.

## **ESTABLISHING A DATA CONNECTION TO A MOBILE DEVICE**

To connect a mobile device for the first time:

1. Power up the device (wait until the device is fully powered on before proceeding to the next step).
2. Plug in the device data cable.
3. Check Windows Device Manager to ensure that the device is being detected correctly.

If the device is not listed in the Windows Device Manager, double check that the appropriate driver is properly installed. For more information, See “Installing Device Drivers” on page 11.

4. Once a data connection has been established, you are now ready to select the device in MPE+. See “Selecting a Device” on page 18.

**Note:** If you are unable to connect your device, follow the steps in “Resetting Mobile Device Connection Procedure” on page 13.

## RESETTING MOBILE DEVICE CONNECTION PROCEDURE

To connect a mobile device:

- 1.** Exit the MPE+ application.
- 2.** Unplug the device data cable.
- 3.** Remove the battery cover on the device.
- 4.** Remove the battery from the device.
- 5.** Remove the SIM card (if applicable).
- 6.** Properly clean all battery and SIM card contacts.
- 7.** Reassemble the device.
- 8.** Power up the device (wait until the device is fully powered on before proceeding to the next step).
- 9.** Plug in the device data cable.
- 10.** Check Windows Device Manager to ensure that the device is being detected correctly.

If the device is not listed in the Windows Device Manager, double check that the appropriate driver is properly installed. For mor information, See “Installing Device Drivers” on page 11.

- 11.** Launch MPE+.
- 12.** Once a data connection has been established, you are now ready to select the device in MPE+. See “Selecting a Device” on page 18.



# CHAPTER 4 USER INTERFACE

This chapter will make you familiar with the graphical interface of MPE+. It will also walk you through how to select a device in MPE+, how to extract data from a device, how to import data into MPE+, and how to extract data from MPE+ into an AD1 file.

## ABOUT TASKS MENU

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Use the Tasks menu to select from the following options:

- Select Device
- Extract Data
- Import to AD1
- Export to AD1
- Settings
- Exit

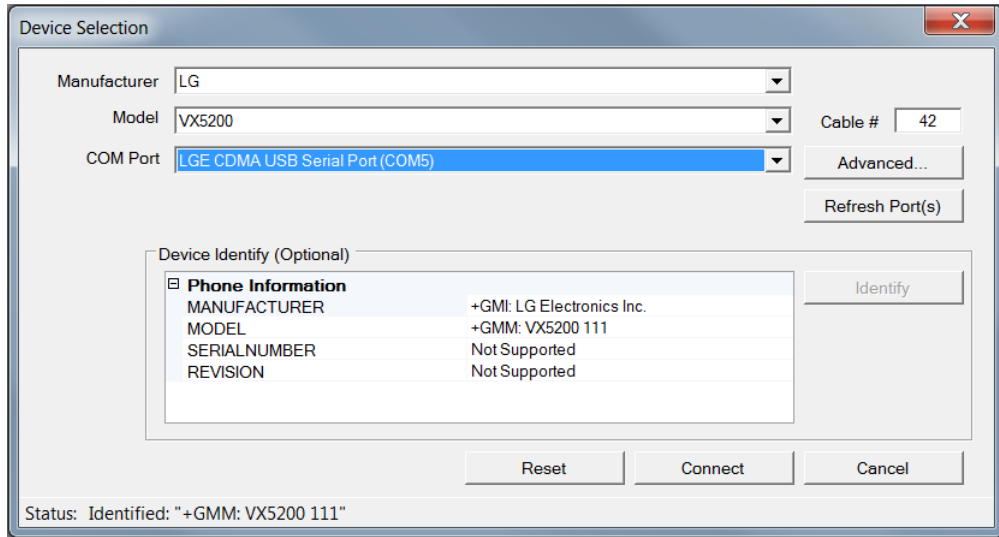
How to use each of these items will be covered in detail in this section.

## **SELECTING A DEVICE**

To select a device:

1. From the Tasks menu, select *Select Device*. The Device Selection dialog opens.

**FIGURE 3-1** Device Selection dialog



2. Select Manufacturer, Model, and COM Port from the associated drop-downs. See “Device Selection Options” on page 19 for more information on these drop-downs.
3. Click *Connect*.

**Note:** If the device model is not listed as expected the following conditions may exist: the device is not supported; the GSM License is not properly activated, and/or MPE+ and all associated processes need to be restarted. Contact technical support for more information.

Use the following table to understand the options in the Device Selection dialog.

**TABLE 3-1 Device Selection Options**

Manufacturer	Select the manufacturer of the connected device. You can find the manufacturer underneath the battery of the device or by clicking the <i>Identify</i> button.
Model	Select the model of the connected device. You can find the model underneath the battery of the device or by clicking the <i>Identify</i> button.
COM Port	Select the port that the device is connected to. Click the <i>Advanced</i> button to identify the correct port.
Cable #	Displays the cable number for the selected device after the manufacturer and model are selected. For more information on cables, see “Supported Mobile Devices” on page 35.
Advanced	Click to open the Advanced Port Selection dialog. From here, you can see the port being used by the connected device.
Refresh Ports	Click to refresh the COM Port dropdown.
Identify	Click to populate the Device Identify group box.
Device Identify	Displays information about the connected device, including manufacturer and model. Populated by clicking the <i>Identify</i> button.
Reset	Removes all selected information from the Device Selection dialog.
Connect	Connects to the connected device. This button is only active after a manufacturer, model, and port are selected.
Cancel	Closes the Device Selection dialog
Status	Displays the status of the device selection process.

## IDENTIFYING A DEVICE

If the device is already connected, and the drivers are correctly installed, the Identify button is active in the Device Selection dialog. Click the *Identify* button to populate the Device Identify group box. This group box gives you the details that you need to add the Manufacturer and Model dropdown information.

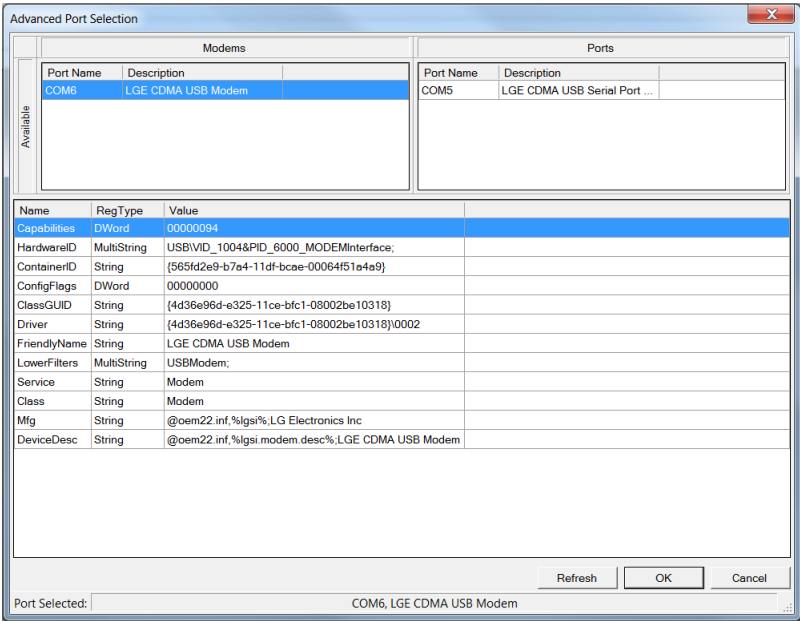
**Note:** Successfully identifying a device relies on the appropriate COM port to be selected.

## USING THE ADVANCED DIALOG

Click the *Advanced* button in the Device Selection dialog to open the Advanced Port Selection dialog. This dialog shows you the port information you need to make the correct selection from the COM Port dropdown of the Device Selection dialog.

**Note:** Each device is different, so it may take some trial-and-error to get the device into the correct mode for detection and extraction. If your device is set to "Mass Storage" (according to the device or according to Windows Device Manager), try setting the device to "Modem" mode (sometimes also listed as "USB" or "PC Sync" mode) instead.

**FIGURE 3-2** Advanced Port Selection



## EXTRACTING DATA

Once MPE+ has successfully connected to a device, data can then be extracted for review.

**Important:** During the extraction of data from a device using the MPE+ 4.0 Tablet, devices with a high storage capacity (including any expansion cards) may cause the memory usage to spike thus causing the extraction to slow



down significantly. It is recommended that you eject any expansion slot memory cards and image them using FTK Imager, or use MPE+ Desktop for devices with large capacity internal storage chips.

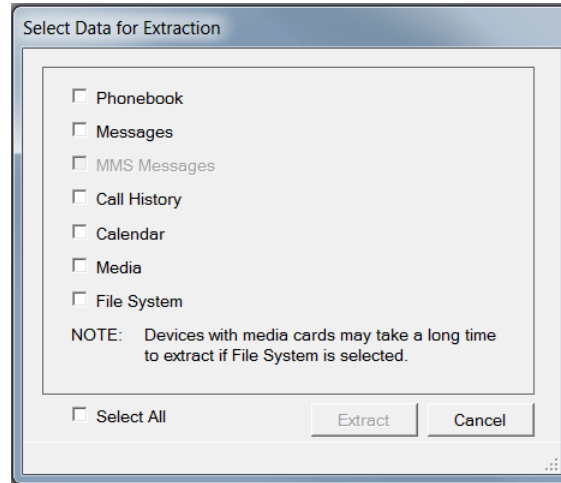
To extract data from a device:

1. Connect the device to the computer using the appropriate cable. To see a list of supported devices and cables, see “Supported Mobile Devices” on page 35. For more information on connecting devices, see “Establishing a Data Connection to a Mobile Device” on page 12.
2. Access the Device Selection dialog using one of the following methods:
  - If you have not already selected a device, select *Tasks > Select Device* from the menu bar to open the Device Selection dialog.
  - If you have selected a device, select *Tasks > Extract Data* and skip to step 7.
3. Click the *Identify* button. See “Identifying a Device” on page 19 for information on how to identify a device.
4. Using the information from the Device Identify group box, select the correct information for the connected device from the *Manufacturer* and *Model* dropdowns.
5. Using the information you found in the Advanced Port Selection dialog, select the correct port from the COM Port dropdown. See “Using the Advanced Dialog” on page 20.
6. Click *Connect*.  
The Select Data for Extraction dialog appears.

**Note:** It is recommended that a device have more than 50% battery charge before extracting data to avoid errors during extraction.

**Note:** If you are unable to connect to the device, see “Resetting Mobile Device Connection Procedure” on page 13 for more information.

**FIGURE 3-3** Select Data for Extraction dialog

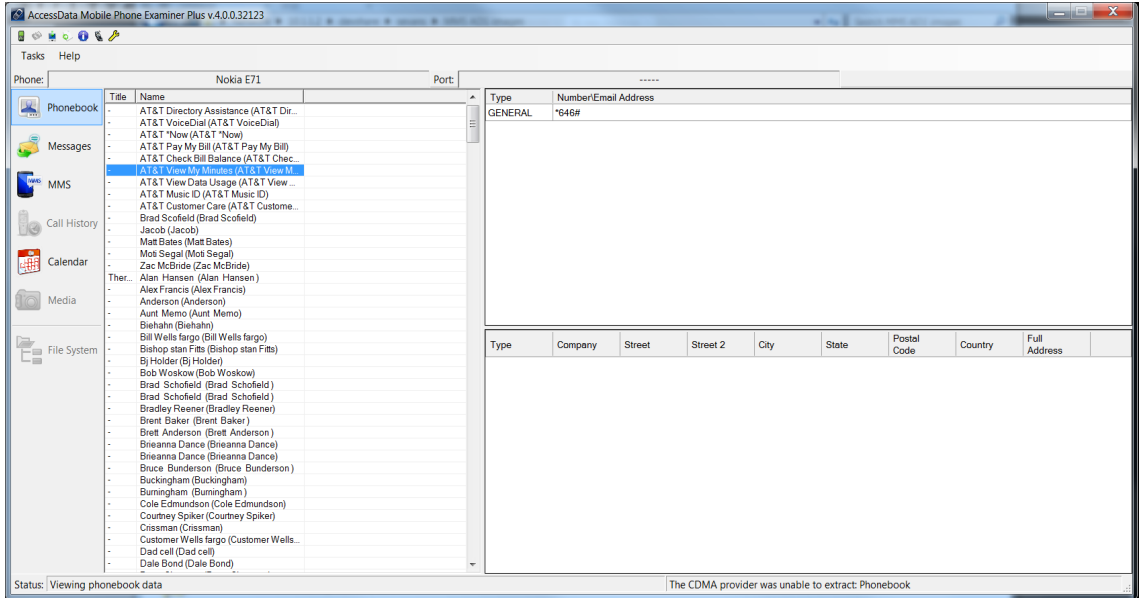


1. Check the options that you want to extract from the connected device and click *Extract*.

The files are extracted and the data is displayed in the main MPE+ window. Use the Data Type tabs to review the data. For more information on the how to review the data, see “Data Type Tabs” on page 26.

**Note:** Not all devices carry the same information, and not all device drivers will allow the extraction of all the data the device holds. The Select Data for Extraction dialog only gives you the options appropriate for the device and driver combination you have connected. If a data type is not supported on the device, you will not be able to select it in this dialog and it will not be activated in the main MPE+ window.

**FIGURE 3-4** MPE+ Window



**Important:** Once you have selected a device and extracted the data, before selecting another device, you must export the data in order to save the information. Do not attempt to open a second MPE+ window to select another device, this will cause conflicts in the program.

## **IMPORTING AN AD1 IMAGE**

You can import into MPE+ only those AD1 images that were created in Mobile Phone Examiner. This accommodates the need to revisit an image prior to adding it to an FTK case.

You do not need to have the original source device connected to import an MPE+ AD1 image that was previously exported.

To import an existing AD1 image you previously exported from AccessData Mobile Phone Examiner Plus:

- 1.** In MPE+, select *Tasks > Import AD1*.
- 2.** Browse to the folder containing the AD1 file to import.
- 3.** Select the file.
- 4.** Click *Open*.

If any data types were not selected, or were not available during extraction, and thus were not added to the exported AD1 image, that data type will be inactive in the imported image.

## **EXPORTING TO AN AD1 IMAGE**

All extracted data is exported to an MPE+ AD1 Image. If you want to include only certain types of data, select only those types to extract from the device.

When you are satisfied that the contents of the mobile device is interesting or important to the related case, you are ready to create an AD1 image of the extracted data.

The resulting image can be read by MPE+, or any FTK-based product.

**Note:** FTK Imager is not FTK-based. In other words, it is a standalone product that does not use the FTK code-base, and thus it cannot read MPE+ AD1 images.

To export the currently extracted mobile device data to an AD1 image:

1. Select *Tasks > Export to AD1*.
2. When prompted, enter a filename and select a destination folder for the image that will be created.
3. Click *Save*.


The image file is saved to the selected destination.

## **ADDING AN MPE+ AD1 IMAGE TO A CASE IN FTK**

An MPE+ AD1 image is added as evidence in FTK the same way any other AD1 image is added. Simply select *Acquired Image(s)* as the Evidence Type. For more information, see the AccessData FTK User Guide.

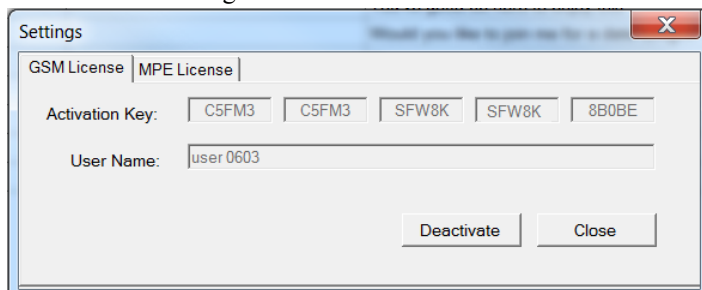
## **MANAGING SETTINGS**

### **SETTINGS**

The *Settings* button  on the toolbar opens the Settings dialog, which shows you your Activation Key, User Name, License Host, and License Port.

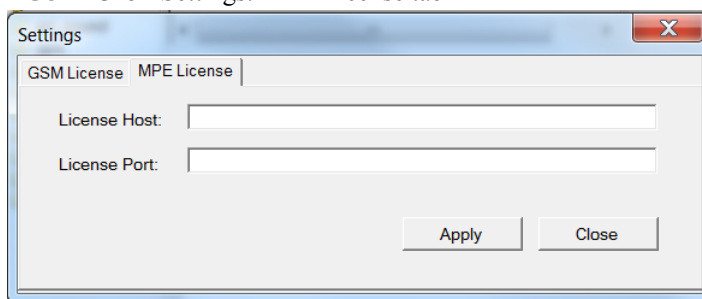
On the GSM License tab, you can view the Activation Key and User Name that you used when you activated your software. You can deactivate your license from this dialog if you want to reactivate your software with a different key or user name.

**FIGURE 3-5** Settings: GSM License tab



The MPE License tab displays the License Host that is providing the GSM Activation information (this can be either localhost, or the computer name or IP Address of a remote network computer), and the License Port (the port number being used for transmitting activation information). The default port is 6921, but if this is in use, you can change it.

**FIGURE 3-6** Settings: MPE License tab



## ABOUT HELP MENU

Use the Help menu to select from the following options:

- Supported Devices: See "Supported Mobile Devices" on page 35 for more information on this.
- User Manual (this User Guide).

- About: Displays information about your software including the version number.








## ABOUT REVIEW PANES

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### **DATA TYPE TABS**

Use the buttons in the Data Type tabs on the left side of the main window to browse the available mobile device data. The following table describes the buttons in the Data Type tabs.

**TABLE 3-2 Data Type Tabs**

 Phonebook	Click the <i>Phonebook</i> button to view the phone book that was extracted or imported.
 Messages	Click the <i>Messages</i> button to view texts that were extracted or imported.
 MMS	Click the <i>MMS</i> button to view multi-media texts that were extracted or imported.
 Call History	Click the <i>Call History</i> button to view the call history that was extracted or imported.
 Calendar	Click the <i>Calendar</i> button to view the calendar that was extracted or imported.
 Media	Click the <i>Media</i> button to view all the media, including pictures, video, sound, ect. that was extracted or imported.
 File System	Click the <i>File System</i> button to view the file tree and files that were extracted or imported.

The buttons in the Data Types tabs are only activated if the device from which the information was extracted had the capability.

## PHONEBOOK

The Phonebook data lists the information it finds according to the driver capabilities. The figure below shows only name information for each Phonebook entry because the user did not add any more in-depth information than that.

**FIGURE 3-7** MPE+ Phonebook Data View

Title	Name
	Blush Cell
	Rusty Pager
	Rusty Cell
	Sal-cell
	Sal-home
	Kelley-cell
	Sal-work
	Jeff Warren
	Karl Lyn
	Marlene
	Merlin
	Rusty
	Dr Kennedy
	Regan Home
	Tom Randolph
	Ford Home
	Novar Cell
	Mcabe Resd
	Denise Cell
	Denise Work
	Holly Home
	Wendy Cell
	Dan Czapenski
	Michelle @ Roger
	Keith Home
	Keith Cell
	Darren
	Rene Cell
	Rene Home
	Heritage
	Eric Bell
	Dad
	Mckenna School
	Home
	Mark
	Mike c
	Newman
	Flaco
	Rob Altoe

Type	Number/Email Address
none	*86

Type	Company	Street	Street 2	City	State	Postal Code	Country	Full Address
------	---------	--------	----------	------	-------	-------------	---------	--------------

Status: Viewing phonebook data

## MESSAGES

The Messages data view provides information such as those listed in the following table.

**TABLE 3-3** Potential Device Message Data

- |                                       |                             |
|---------------------------------------|-----------------------------|
| • Message Type                        | • Date Received             |
| • Phone Number of Originating Message | • Phone Number of Recipient |
| • Subject                             | • Message Text              |
| • Priority                            |                             |

**FIGURE 3-8 MPE+ Messages Data View**

	Type	Date	From	To	Subject	Text	Priority	
Phonebook	User					Yes		
	User					No		
Messages	User					Call Me		
	User					Need Directions		
MMS	User					Where Are You?		
	User					Will Call Later		
Call History	User					Busy		
	User					On My Way		
Calendar	User					Will Arrive 15 Minutes		
	User					Thank You		
	User					Love You		
Media	Sent	2/9/2005 8:21 PM				Call Me	Normal	
	Inbox	2/9/2005 8:34 PM				Call Me	Normal	
	Sent	1/20/2005 7:57 AM				Cool in canada will be done at 5 Est	Normal	
	Inbox	8/2/2005 2:55 PM			Kelley wants to visi	Kelley wants to visit weekend of june 24 yk	Normal	
File System	Inbox	2/9/2005 8:31 PM				Call Me	Normal	
	Inbox	12/9/2004 9:38 AM			Estimate as of 12/09	Estimate as of 12/09 09:10AM Pk:358	Normal	
	Inbox	3/5/2005 9:11 PM			Hi	Hi	Normal	
	Inbox	4/12/2005 7:47 PM			Thank!	Thank!	Normal	
	Inbox	2/9/2005 8:27 PM			Good, I'm having som	Good, I'm having some spaghetti et macaroni	Normal	
	Sent	2/9/2005 8:33 PM				Call Me	Normal	
	Sent	2/9/2005 8:29 PM				Call Me	Normal	
	Sent	1/20/2005 8:01 AM			Sorry just got these	Sorry just got these	Normal	
	Sent	2/9/2005 8:25 PM			Tgi. fridays looks	Tgi. fridays looks better on my exp report	Normal	
	Inbox	1/20/2005 12:18 AM			I have a sweet new s	I have a sweet new setup at home that I would	Normal	
	Sent	4/12/2005 6:55 PM			310-8561	Call Me	Normal	
	Inbox	3/16/2005 2:14 PM			Free Msg from VZW: Y	Free Msg from VZW: You're a TXT user! U	Normal	
	Inbox	1/20/2005 12:17 AM			Can you get online?	Can you get online?	Normal	

Status: Viewing text messages

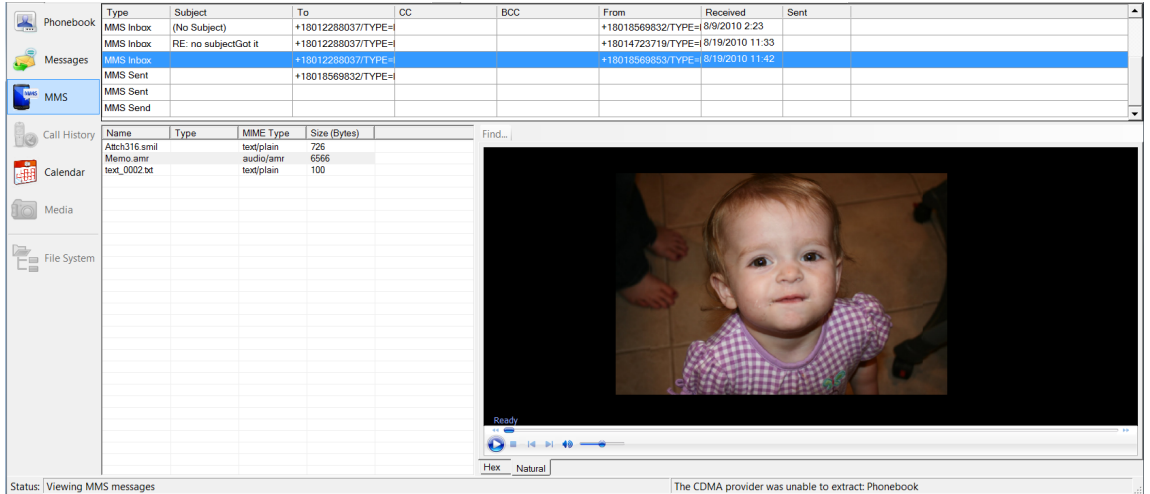
## **MMS**

MMS files are text messages that include media.

**Note:** MPE+ does not currently extract MMS messages from CDMA phones. If you have a device that contains media text messages, but the MMS option is not available, it is because that device does not allow export of those files.

**FIGURE 3-9 MPE+ MMS Data View**





## CALL HISTORY

The Call History tab displays the incoming, outgoing, and missed calls recorded in the device. The figure below shows an example of a call history log.

**FIGURE 3-10** MPE+ Call History Data View

Type	Date	Name	Number	Duration
Missed	6/5/2005 9:14 PM	Diane Cell		
Outgoing	6/30/2005 8:35 PM	Home		0:00:11
Outgoing	6/30/2005 2:30 PM			0:01:19
Outgoing	7/2/2005 3:35 PM	Diane Cell		
Outgoing	7/1/2005 4:58 PM	Diane Cell		0:01:31
Outgoing	6/30/2005 9:33 PM	Rob Attoe		0:00:36
Outgoing	6/30/2005 8:44 PM	Home		0:00:17
Outgoing	9/2/2010 1:36 PM	Jeff Warren		
Outgoing	7/3/2005 1:18 PM			0:06:07
Outgoing	7/3/2005 11:44 AM			0:00:56
Outgoing	7/2/2005 3:35 PM	Home		0:00:40
Incoming	6/9/2005 1:07 PM	Jeff Warren		0:05:25
Incoming	6/9/2005 4:24 PM			0:01:02
Incoming	6/11/2005 12:52 PM			0:00:20
Incoming	6/12/2005 9:52 AM	Flasco		0:01:56
Incoming	6/13/2005 4:08 PM	Sel-cell		0:01:16
Incoming	6/19/2005 5:15 PM	Kelley-cell		0:04:49
Incoming	6/20/2005 10:02 AM			
Incoming	6/20/2005 10:50 AM	Unavailable		0:00:24
Incoming	6/24/2005 10:35 AM	Mike c		0:01:24
Outgoing	6/21/2005 1:17 AM			0:02:23
Outgoing	6/21/2005 8:10 AM			0:01:18
Outgoing	6/28/2005 6:17 PM			0:00:33
Outgoing	6/30/2005 2:03 PM			0:01:05
Outgoing	6/28/2005 5:21 PM	Keith Cell		0:00:41
Outgoing	6/28/2005 5:37 PM	Keith Home		0:00:56
Outgoing	6/24/2005 11:00 AM	Dad		0:00:24
Outgoing	6/25/2005 12:11 PM	Mike c		0:00:51

Status: Viewing call history

# CALENDAR DATA

The Calendar tab displays the items found in the device's calendar, including start and end times, descriptions, locations, priority, alarms, notes, ect... The figure below shows an example of extracted calendar data.

FIGURE 3-11 MPE+ Calendar Data View

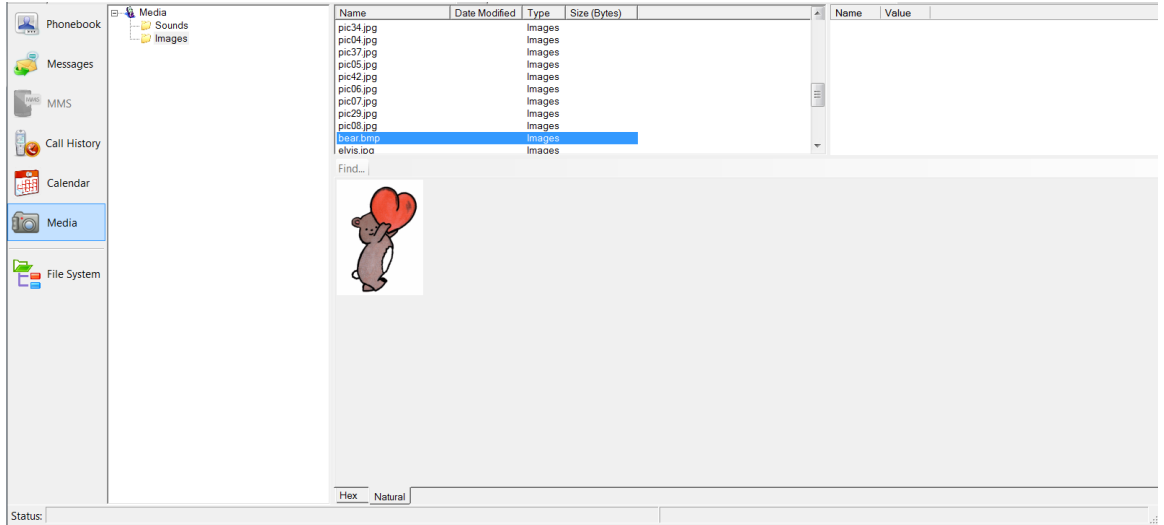
<div>Phonebook</div> <div>Messages</div> <div>MMS</div> <div>Call History</div> <div>Calendar</div> <div>Media</div> <div>File System</div>	Start	End	Description	Location	Priority	Alarm	All Day	Notes	Categories	Ringtones
	8/12/2010 5:00 PM	12/31/2999 6:00 PM				0				Farewell

Status: Viewing calendar

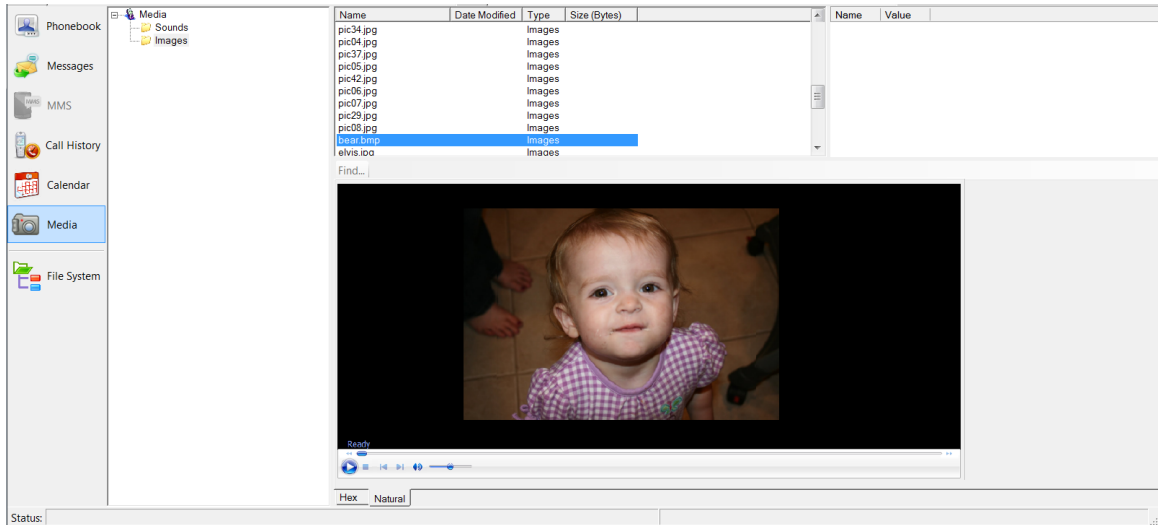
# MEDIA FILES

The Media tab contains media found on the device, including image files, video files, and sound files. Sound and video files can be played back within the MPE+ interface. The figures below show examples of extracted mobile device media files.

**FIGURE 3-12** MPE+ Media / Images Data View



**FIGURE 3-13** MPE+ Media / Sounds Data View Showing Embedded Media Player

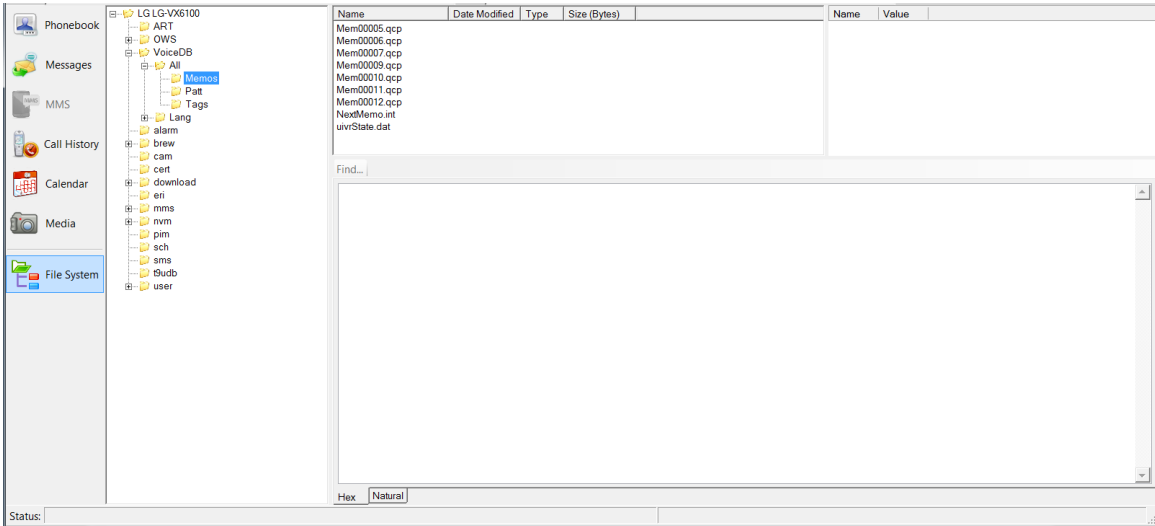


# FILE SYSTEM

The File System tab displays a recreation of the device’s file system based on logical file system records extracted from the device. In this pane the examiner is able to drill-down into the file system and view the extracted data using either the Hex view, or the natural view.

Additionally, the examiner can click the “Find...” button (or use CTRL+F) to search for either text or hex string within the extracted data. The figure below shows an example of an extracted mobile device file system.

FIGURE 3-14 MPE+ File System Data View



# ABOUT STATUS BARS

## PHONE DATA BAR

The Phone Data bar is below the toolbar. It shows the following information:

- Phone:The name of the currently connected and recognized device.

- **Port:**The port number on which the currently connected device is configured to communicate.

**FIGURE 3-15** Phone Data Bar

Phone:	LG-VX5200	Port:	LGE CDMA USB Serial Port (COM5)
--------	-----------	-------	---------------------------------

## STATUS BAR

The Status Bar is at the bottom of the main window. Use the Status Bar to see the status of the current command activity for the device.

**FIGURE 3-16** The Status Bar

Status:	Viewing embedded file system
---------	------------------------------

## ABOUT TOOLBARS

The toolbar has seven items to choose from. . Each is listed in the following table.

**TABLE 3-4** MPE+ Toolbar Buttons

### ToolBar Button Description



Click the *Select Device* button to open theDevice Selection dialog. See “Selecting a Device” on page 17 for more information.



Click the *Extract Data* button when the correct drivers are installed and the device is connected and has been recognized and selected, to extract selected data from the phone or other mobile device.

The extracted data can be viewed using the buttons on the Navigation Bar on the left side of the screen.

See “Extracting Data” on page 20 for more information.



Click the *AD1 Export* button to export the extracted data to an AD1 custom content image that can be added to a case in FTK, or imported back into MPE+ later, without the device connected, to view the extracted data. The extracted data can be viewed in MPE+ using the buttons on the Navigation Bar on the left side of the screen. Export data from a mobile device in an available format. See “Exporting To an AD1 Image” on page 24 for more details.



Click the *Import AD1* button on the toolbar if the mobile device is no longer available, but you have created an image of the device using MPE+, and you want to view the device’s data. See “Importing an AD1 Image” on page 23 for details.

**TABLE 3-4 MPE+ Toolbar Buttons**

---

**ToolBar Button    Description**



Click the *Display Current Device* Info button on the toolbar to view basic information about the device that is currently connected to MPE+. This information includes the IMEI, Phone Number, Comments, Model, Manufacturer, Serial Number, and Revision.



Click the *Supported Devices* button to see the full list of MPE+ Supported Devices and the cables associated with those devices. The Supported Mobile Devices List can be exported from the list view, and is also included in this user guide. See “Supported Mobile Devices” on page 35.



Click *Settings* to see GSM Activation and License Source information. See “Managing Settings” on page 24.

# APPENDIX A MPE+

## SUPPORTED MOBILE DEVICES

The following table contains a list of all currently supported mobile phone manufacturers, and models. The specific information that is available for any phone is dependent on the type of phone or device, and the device driver provided by the manufacturer.

### SUPPORTED MOBILE DEVICES

---

The following table lists mobile devices that are supported in Mobile Phone Examiner Plus.

**Note:** To see a list of supported phones and the cables associated with those phones, click the *Display and Export Supported Device List* button in MPE+. See “About Toolbars” on page 33.

**Note:** MPE+ supports more than 2500 phones, because the underlying code enables the viewing and acquisition of file systems on 80% of all CDMA handsets, as well as the ability to locate lock codes and EXIF on those CDMA handsets. The acquired file systems can then be parsed within FTK.

**TABLE A-1**

Manufacturer	Model
Alcatel	One Touch 526
Alcatel	One Touch 535
Alcatel	One Touch 700
Alcatel	One Touch 715
Alcatel	One Touch 735
Alcatel	One Touch 331

**TABLE A-1**

Alcatel	One Touch 332
Alcatel	One Touch 500
Alcatel	One Touch 511
Alcatel	One Touch 512
Alcatel	One Touch 525
Ericsson	A2618s
Ericsson	A2628s
Ericsson	R310s
Ericsson	R320s
Ericsson	R520m
Ericsson	R600
Ericsson	T20s
Ericsson	T28s
Ericsson	T39m
Ericsson	T65
Ericsson	T68
Kyocera	SE44
LG	LG-CX9200 (Keybo 2)
LG	LG-VX11000 (enV Touch)
LG	LG-VX5500
LG	LG-VX8575 (Chocolate Touch)
LG	LG-VX8610 (Decoy)
LG	LG-VX9100 (enV 2)
LG	LG-VX9200 (enV 3)
LG	LG-VX9600 (Versa)
LG	LG-VX9700 (Dare)
LG	LG-VX4500
LG	LG-VX4600



**TABLE A-1**

LG	G5200
LG	G5300
LG	G5310
LG	G5400
LG	G5500
LG	HB620T
LG	KE500
LG	KE800
LG	KE820
LG	KE850
LG	KE970
LG	KF300
LG	KF310
LG	KF510
LG	KF600
LG	KF700
LG	KG320
LG	KG328
LG	KG800
LG	KG810
LG	KM380
LG	KM500
LG	KU250
LG	KU311
LG	KU380
LG	KU990
LG	LG-AX8600
LG	LG-LX570 (Muziq)
LG	LG-VX10000 (Voyager)

**TABLE A-1**

LG	LG-VX5400
LG	LG-VX8350
LG	LG-VX8500 (Chocolate)
LG	LG-VX8550 (Chocolate 2)
LG	LG-VX8560 (Chocolate 3)
LG	LG-VX8600
LG	LG-VX8700
LG	LG-VX8800 (Venus)
LG	LG-VX9400
LG	LG-VX9900 (enV)
LG	LX1200
LG	M6100
LG	S5200
LG	LG-LG6190
LG	LG-LG6200
LG	LG-LG8100
LG	LG-LX5450
LG	LG-LX5550
LG	LG-PM225
LG	LG-PM325
LG	LG-UX5000
LG	LG-VI125
LG	LG-VX3200
LG	LG-VX4650
LG	LG-VX5200
LG	LG-VX5300
LG	LG-VX6100
LG	LG-VX7000

**TABLE A-1**

LG	LG-VX8000
LG	LG-VX8100
LG	LG-VX8300
LG	LG-VX9800
LG	G7100
LG	LG-VX4400
LG	510w
LG	B2100
LG	C1200
LG	C3300
LG	C3320
LG	F2400
LG	G3000
LG	G7000
LG	G7020
LG	G7030
LG	G7050
LG	KG110
LG	KG120
LG	KG130
LG	KG225
LG	KG290
LG	KG920
LG	KP130
LG	KP202
LG	KP202i
LG	KP230
LG	L343i
LG	LG-C2000

**TABLE A-1**

LG	LG-G4015
LG	LG-TM520
LG	LG-VI5225
LG	LG-VX10
LG	LG-VX6000
LG	VI5225
LG	W3000
LG	W5200
LG	W7000
LG	W7020
Mivvy	Chat
Mivvy	Dual
Motorola	A1200
Motorola	C250
Motorola	C385
Motorola	C450
Motorola	C550
Motorola	C650
Motorola	E770
Motorola	E770v
Motorola	K1
Motorola	K1m
Motorola	K1v
Motorola	K3
Motorola	L2
Motorola	L6
Motorola	L7
Motorola	L7e

**TABLE A-1**

Motorola	L7v
Motorola	L9
Motorola	U6
Motorola	V1075
Motorola	V1100
Motorola	V180
Motorola	V186
Motorola	V220
Motorola	V235
Motorola	V3
Motorola	V325
Motorola	V325M
Motorola	V360
Motorola	V360v
Motorola	V3c
Motorola	V3c
Motorola	V3cm
Motorola	V3i
Motorola	V3iv
Motorola	V3m
Motorola	V3m (Sprint)
Motorola	V3mM
Motorola	V3x
Motorola	V3xv
Motorola	V3xx
Motorola	V3xxv
Motorola	V6
Motorola	W490
Motorola	W510

**TABLE A-1**

Motorola	Z3
Motorola	E8
Motorola	EM30
Motorola	U9
Motorola	V8
Motorola	V9
Motorola	Z6
Motorola	ZN5
Motorola	A1000
Motorola	A835
Motorola	E1
Motorola	E1000
Motorola	E1070
Motorola	E398
Motorola	E550
Motorola	E815
Motorola	E815m
Motorola	T190
Motorola	T720
Motorola	T720c
Motorola	T720i
Motorola	Timeport 280
Motorola	V120t
Motorola	V300
Motorola	V500
Motorola	V505
Motorola	V525
Motorola	V525M

**TABLE A-1**

Motorola	V535
Motorola	V547
Motorola	V551
Motorola	V60
Motorola	V600
Motorola	V60i
Motorola	V60t
Motorola	V620
Motorola	V635
Motorola	V66
Motorola	V66i
Motorola	V70
Motorola	V710
Motorola	V710
Motorola	V710m
Motorola	V80
Motorola	V975
Nokia	5300 XpressMusic
Nokia	6110
Nokia	6110 Navigator
Nokia	6120 classic
Nokia	6121 classic
Nokia	6124 classic
Nokia	6267
Nokia	6290
Nokia	6300
Nokia	6510
Nokia	6600
Nokia	8310

**TABLE A-1**

Nokia	E51
Nokia	E90
Nokia	N76
Nokia	N95
Nokia	N95 8GB
Nokia	N-Gage
Nokia	N-Gage QD
Nokia	3600 slide
Nokia	5220 XpressMusic
Nokia	5310 XpressMusic
Nokia	5610 XpressMusic
Nokia	6500 classic
Nokia	6500 slide
Nokia	8800
Nokia	8810
Nokia	E66
Nokia	E71
Nokia	6085
Nokia	6230
Nokia	6230i
Nokia	6102
Nokia	6555
Nokia	6610
Nokia	6610i
Nokia	7390
Nokia	5140
Nokia	5500 Sport
Nokia	6111



**TABLE A-1**

Nokia	6125
Nokia	6131
Nokia	6150
Nokia	6151
Nokia	6233
Nokia	6280
Nokia	6288
Nokia	7370
Nokia	7373
Nokia	9300i
Nokia	E61
Nokia	E61i
Nokia	E65
Nokia	N70
Nokia	N71
Nokia	N72
Nokia	N73
Nokia	N80
Nokia	N90
Nokia	3105
Nokia	5140i
Nokia	6020
Nokia	6021
Nokia	6070
Nokia	6080
Nokia	6100
Nokia	6101
Nokia	6101b
Nokia	6103

**TABLE A-1**

Nokia	6310
Nokia	6310i
Nokia	6820
Nokia	6822
Nokia	7260
Nokia	7360
Nokia	7650
Nokia	2610
Nokia	6030
Nokia	6060
Nokia	3109 classic
Nokia	3110 classic
Nokia	3500 classic
Nokia	5200
Nokia	7500 Prism
Nokia	2100
Nokia	3310
Nokia	3330
Nokia	3410
Nokia	3510
Nokia	3510i
Nokia	5210
Nokia	8210
Nokia	8250
Nokia	8850
Nokia	5110
Nokia	6210
Nokia	6250

**TABLE A-1**

Nokia	7110
Nokia	7210
Nokia	3230
Nokia	3650
Nokia	3660
Nokia	6170
Nokia	6234
Nokia	6260
Nokia	6270
Nokia	6630
Nokia	6670
Nokia	6680
Nokia	6681
Nokia	7270
Nokia	7280
Nokia	7380
Nokia	7600
Nokia	7610
Nokia	7710
Nokia	8910
Nokia	8910i
Nokia	9300
Nokia	9500
Nokia	E50
Nokia	3100
Nokia	3120
Nokia	3200
Nokia	3210
Nokia	3220

**TABLE A-1**

Nokia	5070
Nokia	5100
Nokia	6220
Nokia	6220 classic
Nokia	6225
Nokia	6800
Nokia	6810
Nokia	7200
Nokia	7250
Nokia	7250i
Nokia	3360
Panasonic	X700
Panasonic	GD67
Philips	530
Philips	630
Philips	Fisio 820
Philips	Fisio 822
Philips	Fisio 825
Philips	650
Philips	755
Philips	535
Philips	Fisio 620
Philips	Fisio 625
Sagem	my400V
Sagem	myC-2
Sagem	myC2-3
Sagem	myC-3b
Sagem	myC-4

**TABLE A-1**

Sagem	myC5-2
Sagem	my411V
Sagem	myV-65
Sagem	myX2-2
Sagem	myX-7
Sagem	myZ-55
Samsung	GT-i8510
Samsung	SGH-G810
Samsung	SGH-D410
Samsung	SGH-E300
Samsung	SGH-E600
Samsung	SGH-E710
Samsung	SGH-P400
Samsung	SGH-S300
Samsung	SGH-S300M
Samsung	SGH-V200
Samsung	SGH-X200
Samsung	SGH-X210
Samsung	SGH-X450
Samsung	SGH-X480
Samsung	SGH-X510
Samsung	SGH-X520
Samsung	SGH-X650
Samsung	SGH-E100
Samsung	SGH-E330
Samsung	SGH-E330N
Samsung	SGH-E335
Samsung	SGH-E630
Samsung	SGH-E700

**TABLE A-1**

Samsung	SGH-E800
Samsung	SGH-E820
Samsung	SGH-M3200
Samsung	SGH-S500
Samsung	SGH-S730i
Samsung	SGH-U800
Samsung	SGH-X100
Samsung	SGH-X460
Samsung	SGH-X600
Samsung	SGH-X640
Samsung	Armani
Samsung	GT-B2700
Samsung	GT-S7330
Samsung	SCH-U420
Samsung	SCH-U740
Samsung	SGH-B520
Samsung	SGH-D800
Samsung	SGH-D820
Samsung	SGH-D830
Samsung	SGH-D880
Samsung	SGH-D900
Samsung	SGH-E250
Samsung	SGH-E251
Samsung	SGH-E2510
Samsung	SGH-E340
Samsung	SGH-E570
Samsung	SGH-E570V
Samsung	SGH-E590

**TABLE A-1**

Samsung	SGH-E780
Samsung	SGH-E840
Samsung	SGH-E900
Samsung	SGH-E950
Samsung	SGH-F200
Samsung	SGH-F210
Samsung	SGH-F250
Samsung	SGH-F300
Samsung	SGH-G800
Samsung	SGH-J150
Samsung	SGH-J600
Samsung	SGH-J800
Samsung	SGH-M150
Samsung	SGH-M310
Samsung	SGH-M310V
Samsung	SGH-M3510
Samsung	SGH-M7500
Samsung	SGH-P300
Samsung	SGH-S3600
Samsung	SGH-U100
Samsung	SGH-U300
Samsung	SGH-U600
Samsung	SGH-X820
Samsung	SGH-X830
Samsung	SGH-Z300
Samsung	SGH-Z320i
Samsung	SGH-Z400
Samsung	SGH-Z400V
Samsung	SGH-Z500V

**TABLE A-1**

Samsung	SGH-Z540
Samsung	SGH-Z540V
Samsung	SGH-Z560
Samsung	SGH-Z560V
Samsung	SGH-Z650i
Samsung	SGH-Z720
Samsung	SGH-ZV10
Samsung	SGH-ZV30
Samsung	SGH-ZV40
Samsung	SGH-D500
Samsung	SGH-D500E
Samsung	SGH-D600
Samsung	SGH-D600E
Samsung	SGH-E350
Samsung	SGH-E360
Samsung	SGH-E390
Samsung	SGH-E760
Samsung	SGH-E770
Samsung	SGH-X660
Samsung	SGH-X660V
Samsung	SGH-X680V
Samsung	SGH-X700
Samsung	SCH-A310
Samsung	SCH-A650
Samsung	SCH-A670
Samsung	SCH-A870
Samsung	SCH-A930
Samsung	SCH-A950



**TABLE A-1**

Samsung	SGH-A800
Samsung	SGH-S400i
Samsung	SGH-S401i
Samsung	SPH-A620 (VGA1000)
Samsung	SPH-A660
Samsung	SPH-A660 (VI660)
Samsung	SPH-A680
Samsung	SPH-A740
Samsung	SPH-A840
Samsung	SPH-A840 (Telus)
Samsung	SPH-A900
Samsung	SGH-E530
Samsung	SGH-C100
Samsung	SPH-A460
Samsung	SPH-N200
Samsung	SPH-N400
Samsung	SGH-P730
Samsung	SGH-S100
Samsung	SCH-U470
Samsung	SCH-U750 (Alias 2)
Samsung	SGH-F400
Samsung	SGH-F480
Samsung	SGH-F490
Samsung	SGH-F490V
Samsung	SGH-G400
Samsung	SGH-G600
Samsung	SGH-J700
Samsung	SGH-J700V
Samsung	SGH-L700

**TABLE A-1**

Samsung	SGH-L770V
Samsung	SGH-L810V
Samsung	SGH-S720i
Samsung	SGH-U700
Samsung	SGH-U900
Samsung	SGH-U900V
Samsung	SPH-M300MEDIA
Samsung	SPH-M300PIM
Samsung	SGH-E715
Samsung	SGH-E720
Sanyo	MM-5600
Sanyo	MM-7400
Sanyo	MM-7500
Sanyo	MM-8300
Sanyo	PM-8200
Sanyo	RL-4920
Sanyo	RL-4930
Sanyo	SCP-200
Sanyo	SCP-2400
Sanyo	SCP-3100
Sanyo	SCP-3200
Sanyo	SCP-4900
Sanyo	SCP-5300
Sanyo	SCP-5400
Sanyo	SCP-5500
Sanyo	SCP-6600 (Katana)
Sanyo	SCP-6650 (Katana-II)
Sanyo	SCP-7050

**TABLE A-1**

Sanyo	SCP-7200
Sanyo	SCP-7300
Sanyo	SCP-8100
Sanyo	SCP-8100 (Bell)
Sanyo	SCP-8400
Sanyo	VI-2300
Sharp	550SH
Sharp	703SH
Sharp	770SH
Sharp	903SH
Sharp	GX17
Sharp	GX29
Sharp	GX33
Sharp	GX40
Siemens	C35
Siemens	C35i
Siemens	C45
Siemens	M35i
Siemens	M50
Siemens	ME45
Siemens	MT50
Siemens	S35i
Siemens	S45
Siemens	SL45
Siemens	SL45i
Siemens	S55
Siemens	A65
Siemens	A75
Siemens	AX75

**TABLE A-1**

Siemens	C55
Siemens	C60
Siemens	C65
Siemens	C72
Siemens	C75
Siemens	CF62
Siemens	CF75
Siemens	CX65
Siemens	CX70
Siemens	CX75
Siemens	CXT65
Siemens	M55
Siemens	M65
Siemens	M75
Siemens	MC60
Siemens	ME75
Siemens	S45i
Siemens	S65
Siemens	65
Siemens	SL55
Siemens	SL65
Siemens	SX1
SK	6100
Sony Ericsson	J300i
Sony Ericsson	K300i
Sony Ericsson	K500i
Sony Ericsson	K600i
Sony Ericsson	K700i

**TABLE A-1**

Sony Ericsson	P800
Sony Ericsson	P900
Sony Ericsson	P910i
Sony Ericsson	T200
Sony Ericsson	T230
Sony Ericsson	T290i
Sony Ericsson	T300
Sony Ericsson	T310
Sony Ericsson	T610
Sony Ericsson	T61c
Sony Ericsson	T630
Sony Ericsson	T68i
Sony Ericsson	Z1010
Sony Ericsson	Z600
Sony Ericsson	C702
Sony Ericsson	C902
Sony Ericsson	C905
Sony Ericsson	D750i
Sony Ericsson	G502
Sony Ericsson	K310i
Sony Ericsson	K320i
Sony Ericsson	K510i
Sony Ericsson	K530i
Sony Ericsson	K550i
Sony Ericsson	K610i
Sony Ericsson	K610im
Sony Ericsson	K660i
Sony Ericsson	K750i
Sony Ericsson	K770i

**TABLE A-1**

Sony Ericsson	K790i
Sony Ericsson	K800i
Sony Ericsson	K810i
Sony Ericsson	K850i
Sony Ericsson	S500i
Sony Ericsson	S700i
Sony Ericsson	T650i
Sony Ericsson	V630i
Sony Ericsson	V640i
Sony Ericsson	W200i
Sony Ericsson	W300i
Sony Ericsson	W350i
Sony Ericsson	W380i
Sony Ericsson	W550i
Sony Ericsson	W580i
Sony Ericsson	W610i
Sony Ericsson	W660i
Sony Ericsson	W700i
Sony Ericsson	W710i
Sony Ericsson	W760i
Sony Ericsson	W800i
Sony Ericsson	W810i
Sony Ericsson	W850i
Sony Ericsson	W880i
Sony Ericsson	W890i
Sony Ericsson	W900i
Sony Ericsson	W910i
Sony Ericsson	W980i

**TABLE A-1**

Sony Ericsson	Z310i
Sony Ericsson	Z520i
Sony Ericsson	Z530i
Sony Ericsson	Z550i
Sony Ericsson	Z555i
Sony Ericsson	Z610i
Sony Ericsson	Z710i
Sony Ericsson	Z770i
Toshiba	VM4050
Ubiquam	U400
ZTC	TE558





# APPENDIX B LICENSING INFORMATION

This chapter expands on the licensing information needed to run MPE+, including AccessData product licenses, virtual codemeter activation, and network license server configuration.

## AccessData Product Licenses

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This section acquaints you with the managing AccessData product licenses. Here you will find details regarding the LicenseManager interface and how to manage licenses and update products using LicenseManager.

## **INSTALLING AND MANAGING SECURITY DEVICES**

Before you can manage licenses with LicenseManager, you must install the proper security device software and/or drivers. This section explains installing and using the Wibu CodeMeter Runtime software and USB CmStick, as well as the Keylok USB dongle drivers and dongle device.

### **INSTALLING THE SECURITY DEVICE**

As discussed previously, AccessData products require a licensing security device that communicates with the program to verify the existence of a current license. The device can be the older Keylok dongle, or the newer Wibu CmStick. Both are USB devices, and both require specific software to be installed prior to connecting the devices and running your AccessData products. You will need:

- The Wibu CodeMeter Runtime software with a Wibu CodeMeter (CmStick)

- The Wibu CodeMeter Runtime software, and the AccessData Dongle Drivers with a Keylok dongle

**Note:** The Codemeter Runtime software and either a silver Wibu CmStick or a green Keylok dongle are required to run PRTK or DNA. Without them, you can run PRTK or DNA in Demo mode only.

The CmStick or dongle should be stored in a secure location when not in use.

You can install PRTK and the CodeMeter software from the shipping CD or from downloadable files available on the AccessData website at [www.accessdata.com](http://www.accessdata.com). Click *Support > Downloads*, and browse to the product to download. Click the download link and save the file locally prior to running the installation files.

## INSTALLING THE CODEMETER RUNTIME SOFTWARE

When you purchase the full PRTK package, AccessData provides a USB CmStick with the product package. The green Keylok dongles are no longer provided, but can be purchased separately through your AccessData Sales Representative.

To use the CmStick, you must first install the CodeMeter Runtime software, either from the shipping CD, or from the setup file downloaded from the AccessData Web site.

## LOCATING THE SETUP FILE

To install the CodeMeter Runtime software from the CD, you can browse to the setup file, or select it from the Autorun menu.

To download the CodeMeter Runtime software, go to [www.accessdata.com](http://www.accessdata.com) and do the following:

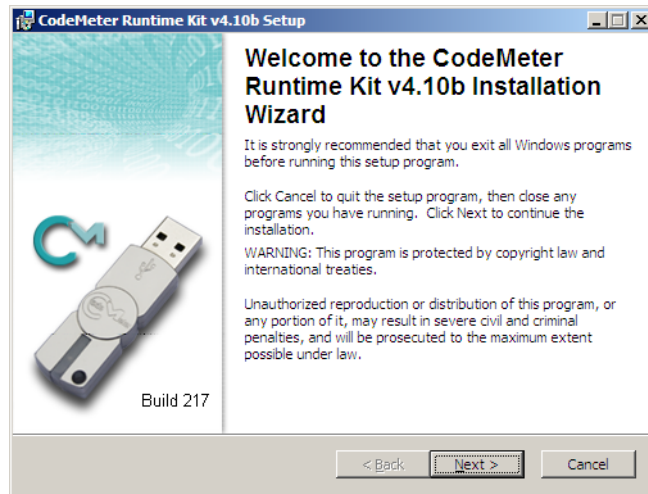
1. Click *Support > Downloads*.
2. Find
  - 2a. CodeMeter Runtime 3.30a (32 bit)  
MD5: 9F299EC832152E593D9E8D76F199C723  
(MD5 hash applies only to this version)
  - OR
  - 2b. CodeMeter Runtime 3.30a (64 bit)  
MD5: 1140085cbbd0f15ade393f632b56d00c  
(MD5 hash applies only to this version)
3. Click the *Download* link.
4. Save the file to your PC and run after the download is complete.

When the download is complete, double-click on the **CodeMeterRuntime32-4.10b.exe** or the **CodeMeterRuntime64-4.10b.exe**.

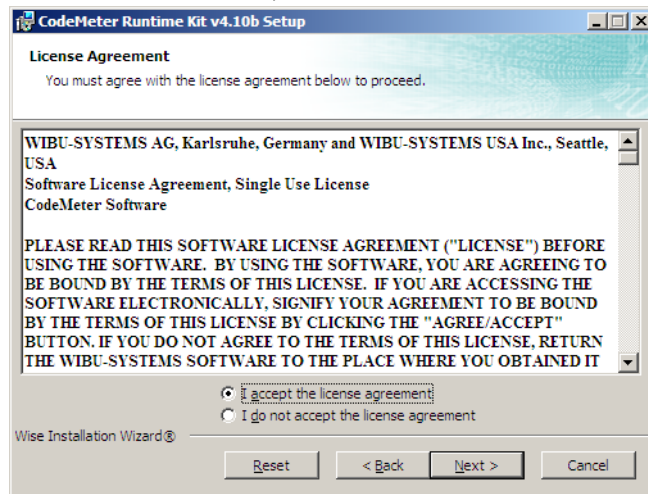
## **RUNNING THE CODEMETER RUNTIME SETUP**

Whichever way you choose to access the CodeMeter Runtime setup file, when you run it you will see the following:

1. Click *Run*.

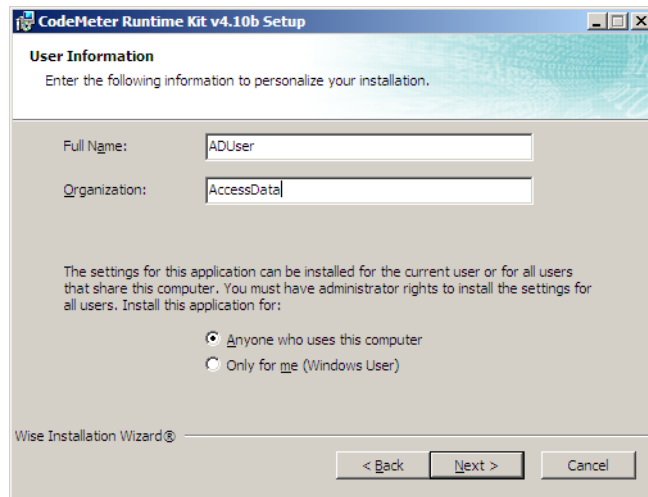


2. On the Welcome screen, click *Next*.

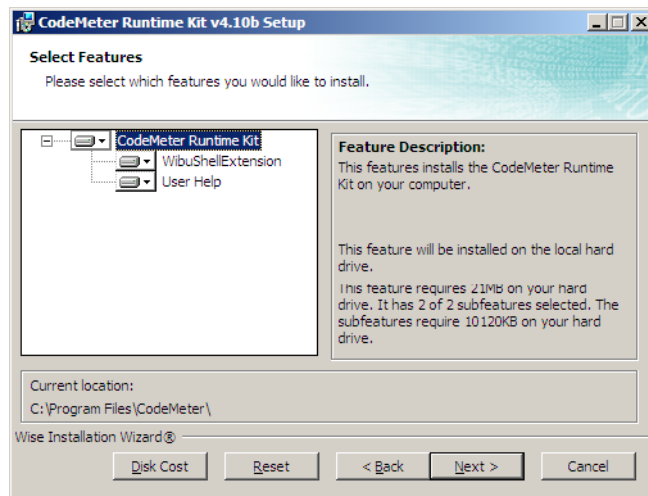


3. Accept the License Agreement.

4. Click *Next*.
5. Enter User Information.



6. Specify whether this application should be available only when you log in, or for anyone who uses this computer.
7. Click *Next*.



8. Select the features you want to install.

9. Click Disk Cost to see how much space the installation CodeMeter software takes, and drive space available

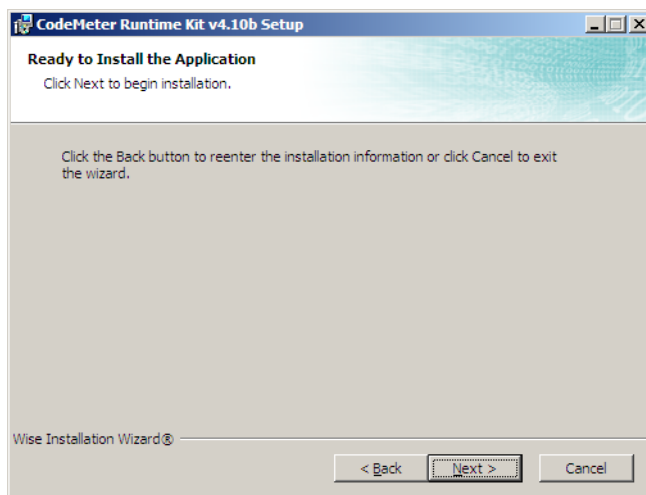
The current selections require the following amount of disk space on the different volumes. The highlighted volumes do not have enough disk space available for the currently selected features.

Volume	Disk ...	Avail...	Requ...	Differ...
C:	119GB	57GB	58MB	57GB
D:	29GB	29GB	0KB	29GB
O:	10GB	447MB	0KB	447MB

OK

10. Click OK.

11. Click *Next*.



12. When you are satisfied with the options you have selected, click *Next*.



13. Installation will run its course. When complete, you will see the “CodeMeter Runtime Kit v3.30a has been successfully installed” screen. Click *Finish* to exit the installation.

## THE CODEMETER CONTROL CENTER

When the CodeMeter Runtime installation is complete, the CodeMeter Control Center pops up. This is a great time to connect the CmStick and verify that the device is recognized and is Enabled. Once verified, you can close the control center and run your AccessData product(s).

When the software is installed, but the CmStick is not connected, you will see a system tray icon that looks like this:



When the software is installed, and the CmStick is connected and recognized, you will see a system tray icon that looks like this:



For the most part there is nothing you need to do with this control center, and you need make no changes using this tool with very few exceptions. If you have problems with your CmStick, contact AccessData Support and an agent will walk you through any troubleshooting steps that may need to be performed.

## INSTALLING KEYLOK DONGLE DRIVERS

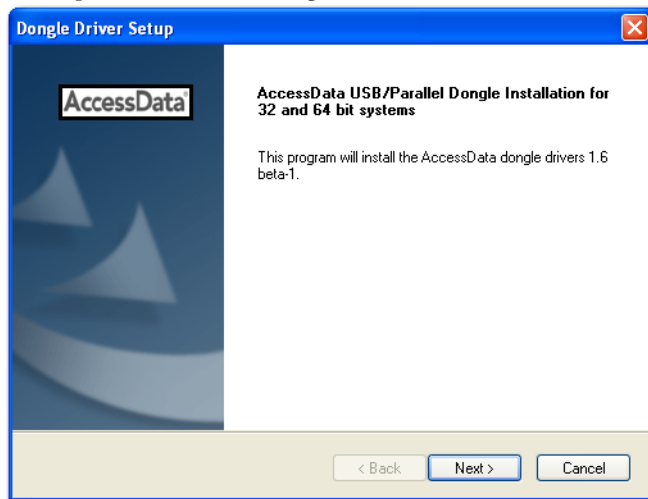
To install the Keylok USB dongle drivers do the following:

1. If installing from CD, insert the CD into the CD-ROM drive and click *Install the Dongle Drivers*.

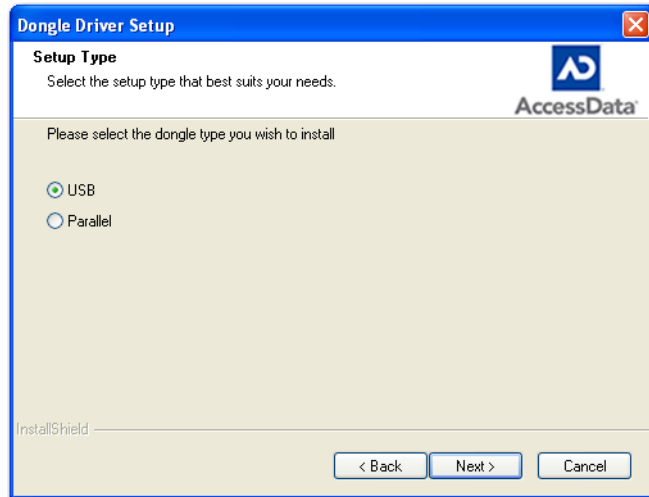
If auto-run is not enabled, select *Start > Run*. Browse to the CD-ROM drive and select *Autorun.exe*.

**OR**

If installing from a file downloaded from the AccessData Web site, locate the *Dongle\_driver\_1.6.exe* setup file, and double-click it.

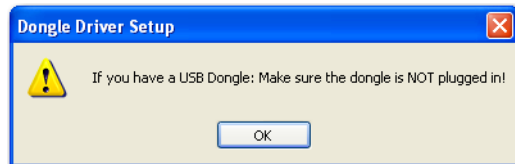


2. Click *Next*.



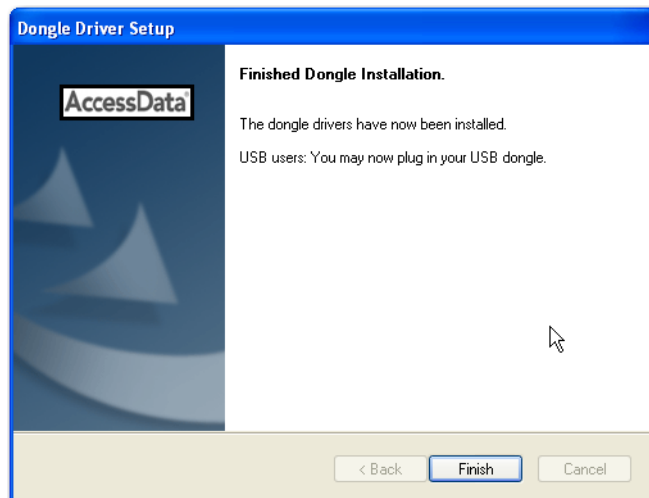
3. Select the type of dongle to install the drivers for.

4. Click *Next*.



5. If you have a USB dongle, verify that it is not connected.

6. Click *Next*.





7. Click *Finish*.

8. Connect the USB dongle. Wait for the Windows Found New Hardware wizard, and follow the prompts.

**Important:** If the Windows Found New Hardware wizard appears, complete the wizard. Do not close without completing, or the dongle driver will not be installed.

## WINDOWS FOUND NEW HARDWARE WIZARD

When you connect the dongle after installing the dongle drivers, you should wait for the Windows Found New Hardware Wizard to come up. It is not uncommon for users to disregard this wizard, and then find that the dongle is not recognized and their AccessData software will not run.

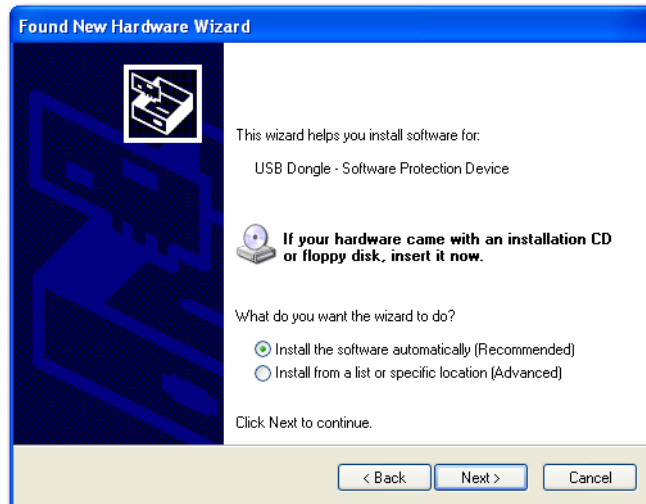
When the Found New Hardware Wizard pops up, do the following:

1. When prompted whether to connect to Windows Update to search for software, choose, “No, not this time”.



2. Click *Next*.

3. When prompted whether to install the software automatically or to install from a list of specific locations, choose, “Install the software automatically (Recommended)”.



4. Click *Next*.
5. Click *Finish* to close the wizard.



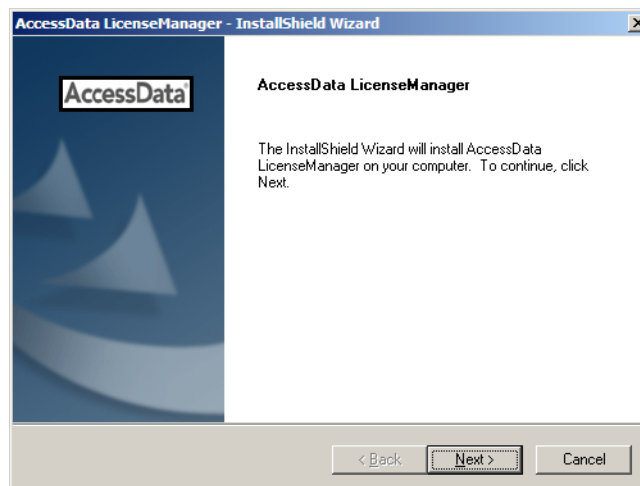
Once you have installed the dongle drivers and connected the dongle and verified that Windows recognizes it, you can use LicenseManager to manage product licenses.

## **INSTALLING LICENSEMANAGER**

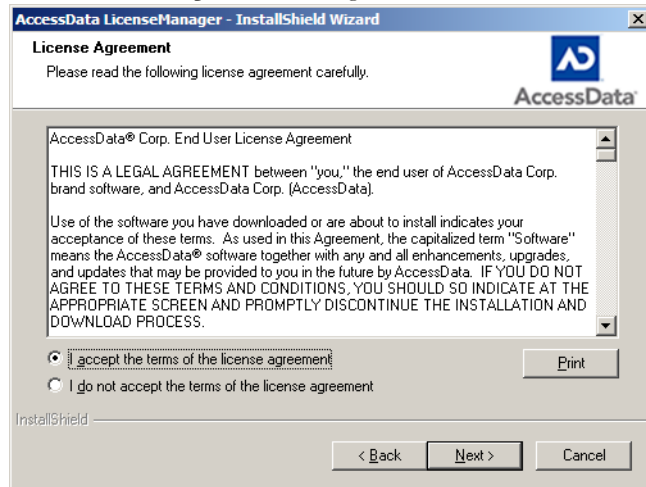
LicenseManager lets you manage product and license subscriptions using a security device or device packet file.

To install LicenseManager from the downloadable file:

1. Go to the AccessData download page at <http://www.accessdata.com/downloads.htm>.
2. On the download page, click the *LicenseManager Download* link.
3. Save the installation file (currently **lm-license\_manager-2.2.4.exe**) to a temporary directory on your drive.
4. To launch the installation program, go to the temporary directory and double-click the installation file you downloaded in step 3.
5. Click *Next* on the Welcome screen.

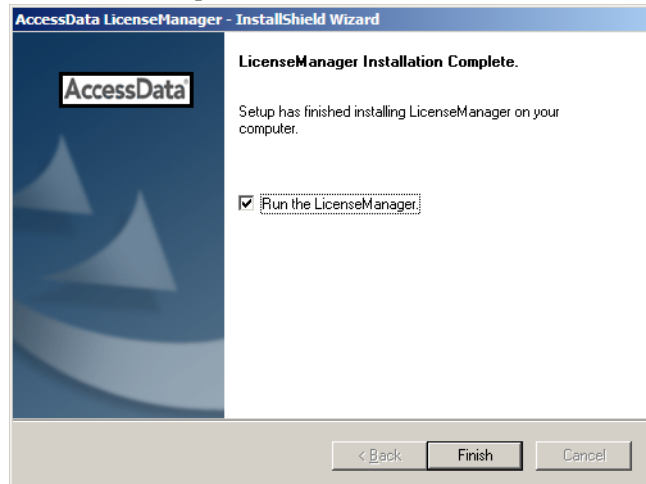



6. Click *Yes* to accept the license agreement.



7. Wait while the installation completes.

8. If you want to launch LicenseManager after completing the installation, select *Run LicenseManager*.



Run LicenseManager later by selecting  
*Start > Programs > AccessData > LicenseManager > LicenseManager*  
or by double-clicking the LicenseManager icon on your desktop  .

## **USING LICENSEMANAGER**

LicenseManager manages AccessData product licenses on a Keylok dongle or WIBU-SYSTEMS CodeMeter Stick security device, or in a security device packet file. LicenseManager and the CodeMeter Stick installation are no longer integrated with FTK installation.

LicenseManager displays license information, allows you to add or remove existing licenses to a dongle or CmStick. LicenseManager can also be used to export a security device packet file. Packet files can be saved and reloaded onto the dongle or CmStick, or sent via email to AccessData support.

In addition, you can use LicenseManager to check for product updates and download the latest product versions.


LicenseManager displays CodeMeter Stick information (including packet version and serial number) and licensing information for all AccessData products. The Purchase Licenses button connects directly to the AccessData website and allows you to browse the site for information about products you may wish to purchase. Contact AccessData by phone to speak with a Sales Representative for answers to product questions, and to purchase products and renew licenses and subscriptions.

## **STARTING LICENSEMANAGER**

LicenseManager.exe is located in **C:\Program Files\AccessData\Common Files\AccessData LicenseManager\**. You can execute the program from this location if you wish.

Click *Start > All Programs > AccessData > LicenseManager > LicenseManager*,

**OR**

Click or double-click (depending on your Windows settings) the *LicenseManager* icon on your desktop .

**OR**

From some AccessData programs, you can run LicenseManager from the *Tools > Other Applications* menu. This option is not available in PRTK or DNA.



The LicenseManager program opens.

When starting LicenseManager, License Manager reads licensing and subscription information from the installed and connected Wibu CodeMeter Stick, or Keylok dongle.

If using a Keylok dongle, and LicenseManager either does not open or displays the message, “Device Not Found”, do the following:

1. Make sure the correct dongle driver is installed on your computer.
2. With the dongle connected, check in Windows Device Manager to make sure the device is recognized. If it has an error indicator, right click on the device and choose Uninstall.
3. Remove the dongle after the device has been uninstalled.
4. Reboot your computer.
5. After the reboot is complete, and all startup processes have finished running, connect the dongle.
6. Wait for Windows to run the Add New Hardware wizard. If you already have the right dongle drivers installed, do not browse the internet, choose, “No, not this time.”
7. Click *Next* to continue.
8. On the next options screen, choose, “Install the software automatically (Recommended)”
9. Click Next to continue.
10. When the installation of the dongle device is complete, click Finish to close the wizard.
11. You still need the CodeMeter software installed, but will not need a CodeMeter Stick to run LicenseManager.

If using a CodeMeter Stick, and LicenseManager either does not open or displays the message, “Device Not Found”, do the following:

1. Make sure the CodeMeter Runtime 3.30a software is installed. It is available at [www.accessdata.com/support](http://www.accessdata.com/support). Click Downloads and browse to the product. Click on the download link. You can Run the product from the Website, or Save the file locally and run it from your PC. Once the CodeMeter Runtime software is installed and running, you will see a gray icon in your system tray: .
2. Make sure the CodeMeter Stick is connected to the USB port. When the CmStick is then connected, you will see the icon change to look like this: .

If the CodeMeter Stick is not connected, LicenseManager still lets you to manage licenses using a security device packet file if you have exported and saved the file previously.

To open LicenseManager without a CodeMeter Stick installed:

1. Click *Tools > LicenseManager*.  
LicenseManager displays the message, “Device not Found”.
2. Click *OK*, then browse for a security device packet file to open.

**Note:** Although you can run LicenseManager using a packet file, FTK 2.2 will not run with a packet file alone. You must have the CmStick connected to the computer to run FTK 2.2.

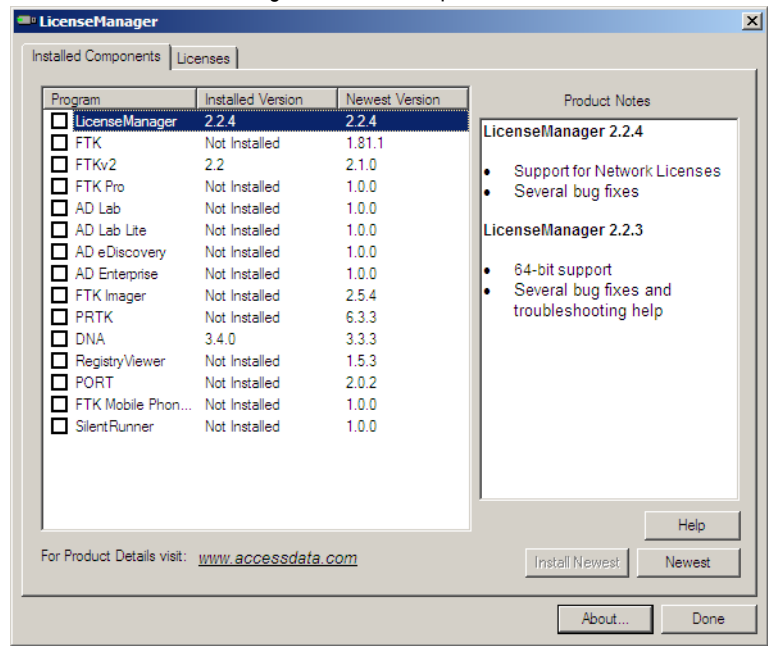
## THE LICENSEMANAGER INTERFACE

The LicenseManager interface consists of two tabs that organize the options in the LicenseManager window: the Installed Components tab and the Licenses tab.

### THE INSTALLED COMPONENTS TAB

The Installed Components tab lists the AccessData programs installed on the machine. The Installed Components tab is displayed in the following figure.

**FIGURE 3-1** LicenceManager Installed Components



The following information is displayed on the Installed Components tab:

**TABLE 3-1** LicenseManager Installed Components Tab Features

Item	Description
Program	Lists all AccessData products installed on the host.

**TABLE 3-1 LicenseManager Installed Components Tab Features**

Item	Description
Installed Version	Displays the version of each AccessData product installed on the host.
Newest Version	Displays the latest version available of each AccessData product installed on the host. Click Newest to refresh this list.
Product Notes	Displays notes and information about the product selected in the program list.
AccessData Link	Links to the AccessData product page where you can learn more about AccessData products.

The following buttons provide additional functionality from the Installed Components tab:

**TABLE 3-2 LicenseManager Installed Components Buttons**

Button	Function
Help	Opens the LicenseManager Help web page.
Install Newest	Installs the newest version of the programs checked in the product window, if that program is available for download. You can also get the latest versions from our website using your Internet browser.
Newest	Updates the latest version information for your installed products.
About	Displays the About LicenseManager screen. Provides version, copyright, and trademark information for LicenseManager.
Done	Closes LicenseManager.

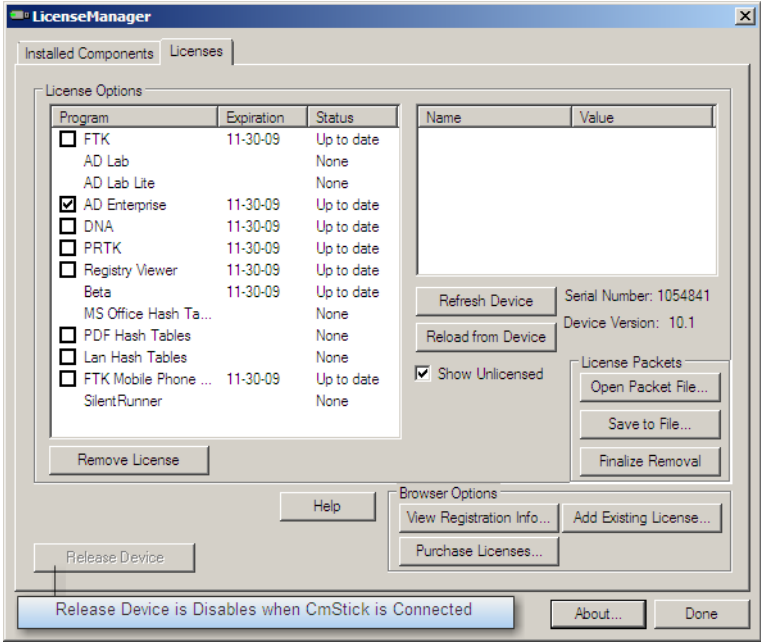
Use the Installed Components tab to manage your AccessData products and stay up to date on new releases.



## THE LICENSES TAB

The Licenses tab displays CodeMeter Stick information for the current security device packet file and licensing information for AccessData products available to the owner of the CodeMeter Stick, as displayed in the following figure.

**FIGURE 3-2** LicenseManager Licenses Tab



The Licenses tab provides the following information:

**TABLE 3-3** LicenseManager Licenses Tab Features

Column	Description
Program	Shows the owned licenses for AccessData products.
Expiration Date	Shows the date on which your current license expires.
Status	Shows these status of that product's license: <ul style="list-style-type: none"><li>• <b>None:</b> the product license is not currently owned</li><li>• <b>Days Left:</b> displays when less than 31 days remain on the license.</li><li>• <b>Never:</b> the license is permanently owned. This generally applies to Hash Tables and Portable Office Rainbow Tables.</li></ul>

**TABLE 3-3 LicenseManager Licenses Tab Features**

Column	Description
Name	Shows the name of additional parameters or information a product requires for its license.
Value	Shows the values of additional parameters or information a product contained in or required for its license.
Show Unlicensed	When checked, the License window displays all products, whether licensed or not.

The following license management actions can be performed using buttons found on the License tab:

**TABLE 3-4 License Management Options**

Button	Function
Remove License	Removes a selected license from the Licenses window and from the CodeMeter Stick or dongle. Opens the AccessData License Server web page to confirm success.
Refresh Device	Connects to the AccessData License Server. Downloads and overwrites the info on the CodeMeter Stick or dongle with the latest information on the server..
Reload from Device	Begins or restarts the service to read the licenses stored on the CodeMeter Stick or dongle.
Release Device	Click to stop the program reading the dongle attached to your machine, much like Windows' Safely Remove Hardware feature. Click this button before removing a dongle.  This option is disabled for the CodeMeter Stick.
Open Packet File	Opens Windows Explorer, allowing you to navigate to a .pkt file containing your license information.
Save to File	Opens Windows Explorer, allowing you to save a .pkt file containing your license information. The default location is My Documents.
Finalize Removal	Finishes the removal of licenses in the unbound state. Licenses must be unbound from the CmStick or dongle before this button takes effect.
View Registration Info	Displays an HTML page with your CodeMeter Stick number and other license information.
Add Existing License	Allows you to bind an existing unbound license to your CodeMeter Stick, through an internet connection to the AccessData License Server.
Purchase License	Brings up the AccessData product page from which you can learn more about AccessData products.

**TABLE 3-4 License Management Options**

Button	Function
About	Displays the About LicenseManager screen. Provides version, copyright, and trademark information for LicenseManager.
Done	Closes LicenseManager.

## **OPENING AND SAVING DONGLE PACKET FILES**

You can open or save dongle packet files using LicenseManager. When started, LicenseManager attempts to read licensing and subscription information from the dongle. If you do not have a dongle installed, LicenseManager lets you browse to open a dongle packet file. You must have already created and saved a dongle packet file to be able to browse to and open it.

To save a security device packet file:

1. Click the *Licenses* tab, then under License Packets, click *Save to File*.
2. Browse to the desired folder and accept the default name of the .pkt file; then click *Save*.

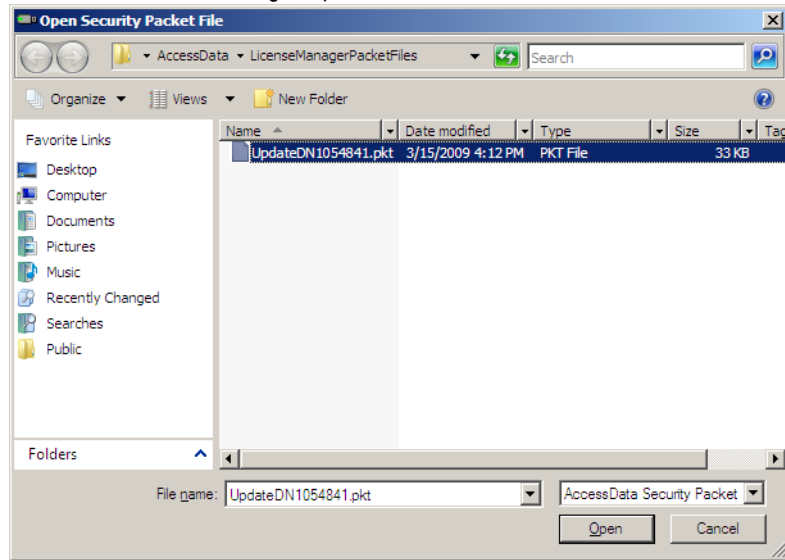
**Note:** In general, the best place to save the .pkt files is in the AccessData LicenseManager folder. The default path is C:\Program Files\AccessData\Common Files\AccessData LicenseManager\.

To open a security device packet file:

1. Select the *Licenses* tab, then under License Packets, click *Open Packet File*.

2. Browse for a dongle packet file to open. Select the file, then click *Open*.

**FIGURE 3-3** LicenseManager Open Packet File



## **ADDING AND REMOVING PRODUCT LICENSES**

On a computer with an Internet connection, LicenseManager lets you add available product licenses to, or remove them from, a dongle.

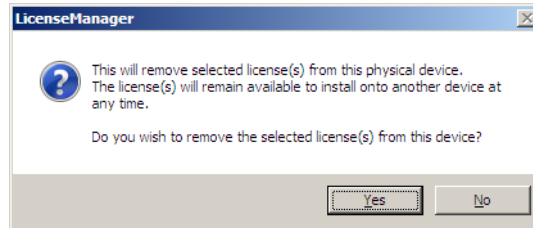
To move a product license from one dongle to another dongle, first remove the product license from the first dongle. You must release that dongle, and connect the second dongle before continuing. When the second dongle is connected and recognized by Windows and LicenseManager, click on the Licenses tab to add the product license to the second dongle.

### **REMOVE A LICENSE**

To remove (unassociate) a product license:

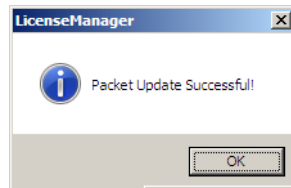
1. From the Licenses tab, mark the program license to remove. This action activates the Remove License button below the Program list box.
2. Click *Remove License*. This connects your machine to the AccessData License Server through the Internet.

3. You will be prompted to confirm the removal of the selected license(s) from the device.



Click *Yes* to continue, or *No* to cancel.

4. You will see some screens indicating the connection and activity on the License Server, and when the license removal is complete, you will see the following screen



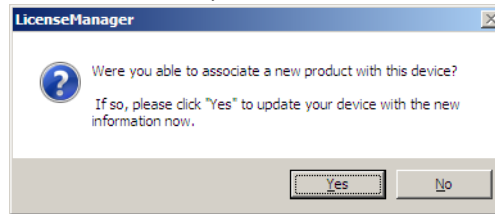
5. Click *OK* to close the message box. You will then see an Internet browser screen from LicenseManager with a message that says, "The removal of your license(s) from Security Device was successful!" You may close this box at any time.

## ADD A LICENSE

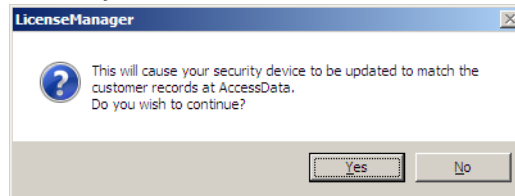
To add a new or released license:

1. From the Licenses tab, under Browser Options, click *Add Existing License*.  
The AccessData LicenseManager Web page opens, listing the licenses currently bound to the connected security device, and below that list, you will see the licenses that currently are not bound to any security device. Mark the box in the Bind column for the product you wish to add to the connected device, then click *Submit*.
2. An AccessData LicenseManager Web page will open, displaying the following message, "The AccessData product(s) that you selected has been bound to the record for Security Device *nnnnnnnn* within the Security Device Database."

“Please run LicenseManager’s “Refresh Device” feature in order to complete the process of binding these product license(s) to this Security Device.” You may close this window at any time.



3. Click *Yes* if LicenseManager prompts, “Were you able to associate a new product with this device?”
4. Click *Refresh Device* in the Licenses tab of LicenseManager. Click *Yes* when prompted.



You will see the newly added license in the License Options list.

## ADDING AND REMOVING PRODUCT LICENSES REMOTELY

While LicenseManager requires an Internet connection to use some features, you can add or remove licenses from a dongle packet file for a dongle that resides on a computer, such as a forensic lab computer, that does not have an Internet connection.

If you cannot connect to the Internet, the easiest way to move licenses from one dongle to another is to physically move the dongle to a computer with an Internet connection, add or remove product licenses as necessary using LicenseManager, and then physically move the dongle back to the original computer. However, if you cannot move the dongle—due to organization policies or a need for forensic soundness—then transfer the packet files and update files remotely.

### ADD A LICENSE REMOTELY

To remotely add (associate) a product license:

1. On the computer where the security device resides:
  - 1a. Run LicenseManager.
  - 1b. From the *Licenses* tab, click *Reload from Device* to read the dongle license information.

- 1c. Click *Save to File* to save the dongle packet file to the local machine.
2. Copy the dongle packet file to a computer with an Internet connection.
3. On the computer with an Internet connection:
  - 3a. Remove any attached security device.
  - 3b. Launch LicenseManager. You will see a notification, “No security device found”.
  - 3c. Click *OK*.
  - 3d. An “Open” dialog box will display. Highlight the **.pkt** file, and click *Open*.
  - 3e. Click on the Licenses tab.
  - 3f. Click *Add Existing License*.
  - 3g. Complete the process to add a product license on the Website page.
  - 3h. Click *Yes* when the LicenseManager prompts, “Were you able to associate a new product with this dongle?”
  - 3i. When LicenseManager does not detect a dongle or the serial number of the dongle does not match the serial number in the dongle packet file, you are prompted to save the update file, **[serial#].wibuCmRaU**.
  - 3j. Save the update file to the local machine.
4. After the update file is downloaded, copy the update file to the computer where the dongle resides:
5. On the computer where the dongle resides:
  - 5a. Run the update file by double-clicking it. (It is an executable file.)
  - 5b. After an update file downloads and installs, click *OK*.
  - 5c. Run LicenseManager.
  - 5d. From the Licenses tab, click *Reload from Device* to verify the product license has been added to the dongle.

## REMOVE A LICENSE REMOTELY

To remotely remove (unassociate) a product license:

1. On the computer where the dongle resides:
  - 1a. Run LicenseManager.
  - 1b. From the Licenses tab, click *Reload from Device* to read the dongle license information.
  - 1c. Click *Save to File* to save the dongle packet file to the local machine.
2. Copy the file to a computer with an Internet connection.
3. On the computer with an Internet connection:
  - 3a. Launch LicenseManager. You will see a notification, “No security device found”.

- 3b.** Click *OK*.
- 3c.** An “Open” dialog box will display. Highlight the **.pkt** file, and click *Open*.
- 3d.** Click on the Licenses tab.
- 3e.** Mark the box for the product license you want to unassociate; then click *Remove License*.
- 3f.** When prompted to confirm the removal of the selected license from the dongle, click *Yes*.

When LicenseManager does not detect a dongle or the serial number of the dongle does not match the serial number in the dongle packet file, you are prompted save the update file.
- 3g.** Click *Yes* to save the update file to the local computer.

The Step 1 of 2 dialog details how to use the dongle packet file to remove the license from a dongle on another computer.
- 3h.** Save the update file to the local machine.
- 4.** After the update file is downloaded, copy the update file to the computer where the dongle resides.
- 5.** On the computer where the dongle resides:
  - 5a.** Run the update file by double-clicking it. This runs the executable update file and copies the new information to the security device.
  - 5b.** Run LicenseManager
  - 5c.** On the Licenses tab, click *Reload from Device* in LicenseManager to read the security device and allow you to verify the product license is removed from the dongle.
  - 5d.** Click *Save to File* to save the updated dongle packet file to the local machine.
- 6.** Copy the file to a computer with an Internet connection.

## **UPDATING PRODUCTS**

You can use LicenseManager to check for product updates and download the latest product versions.

For more information on the general features of the subscription service, see the AccessData Website at [http://www.accessdata.com/subscription\\_renewal.htm](http://www.accessdata.com/subscription_renewal.htm).

## **CHECK FOR PRODUCT UPDATES**

To check for product updates, on the Installed Components tab, click *Newest*. This refreshes the list to display what version you have installed, and the newest version available.



## DOWNLOAD PRODUCT UPDATES

To install the newest version, mark the box next to the product to install, then click *Install Newest*.

**Note:** Some products, such as FTK 2.x, Enterprise, and others, are too large to download, and are not available. A notification displays if this is the case.

To download a product update:

1. Ensure that LicenseManager displays the latest product information by clicking the *Installed Components* tab. Click *Newest* to refresh the list showing the latest releases, then compare your installed version to the latest release.  
If the latest release is newer than your installed version, you may be able to install the latest release from our Website.
2. Ensure that the program you want to install is not running.
3. Mark the box next to the program you want to download; then click *Install Newest*.
4. When prompted, click *Yes* to download and install the latest install version of the product.
5. If installing the update on a remote computer, copy the product update file to another computer.
6. Install the product update.

For information about installing the product update, refer to the installation information for the product. You may need to restart your computer after the update is installed.

## PURCHASE PRODUCT LICENSES

Use LicenseManager to link to the AccessData Web site to find information about all our products.

Purchase product licenses through your AccessData Sales Representative. Call 801-377-5410 and follow the prompt for Sales, or send an email to [sales@accessdata.com](mailto:sales@accessdata.com).

**Note:** Once a product has been purchased and appears in the AccessData License Server, add the product license to a CodeMeter Stick, dongle, or security device packet file by clicking *Refresh Device*.

## SEND A DONGLE PACKET FILE TO SUPPORT

Send a security device packet file *only* when specifically directed to do so by AccessData support.

To create a dongle packet file, do the following:

1. Run LicenseManager
2. Click on the Licenses tab.
3. Click *Load from Device*.
4. Click *Refresh Device* if you need to get the latest info from AD's license server.
5. Click *Save to File*, and note or specify the location for the saved file.
6. Attach the dongle packet file to an e-mail and send it to:  
support@accessdata.com.

## VIRTUAL CODEMETER ACTIVATION GUIDE

---

### **INTRODUCTION**

A Virtual CodeMeter (VCM) allows the user to run licensed AccessData products without a physical CodeMeter device. A VCM can be created using AccessData License Manager, but requires the user to enter a "Confirmation Code" during the creation process.

The latest revision of this guide can be found at:

[http://support.accessdata.com/downloads/VCM\\_Activation\\_Guide.pdf](http://support.accessdata.com/downloads/VCM_Activation_Guide.pdf)

### **PREPARATION**

- Contact your AccessData sales rep to order a VCM confirmation code.
- Install CodeMeter Runtime 4.10b or newer (available on the AccessData download page).
- Install the latest release of License Manager (available on the AccessData download page).
- The following steps are to be run on the system where you want to "permanently attach" the VCM.

**Note:** Once created, the VCM cannot be moved to any other system.

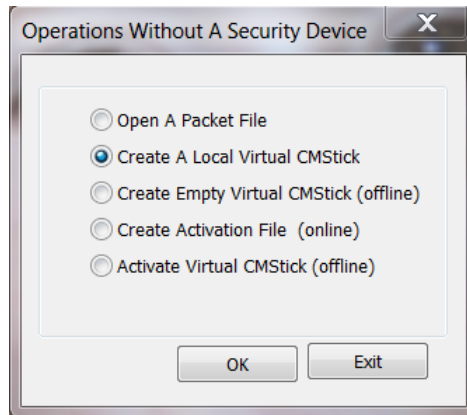
- AD LAB WebUI and eDiscovery administrators, please also follow steps outlined under in "Additional Instructions for AD LAB WebUI and eDiscovery:" on page 92 in order to enable VCM licensing on the AccessData License Service.

## SETUP FOR ONLINE SYSTEMS

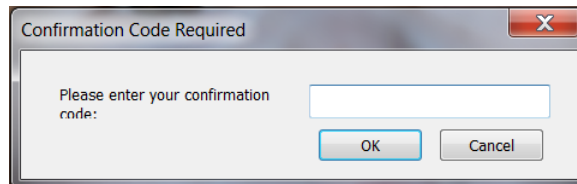
1. Unplug any AccessData dongles you currently have connected.
2. Launch License Manager.

**Note:** When creating a VCM on Windows Server 2003 or 2008, please refer to the special set of steps written for those platforms. See “Creating a Virtual CM-Stick with Server 2003/2008 Enterprise Editions” on page 90.

3. Select *Create A Local Virtual CMStick*.



4. Click *OK*.  
The Confirmation Code Required dialog appears.



5. Enter your confirmation code.
6. Click *OK*, AccessData License Manager will automatically synchronize with the License Server over the Internet.
7. Click *OK* when the update completes. License Manager will then create the VCM on your system.
8. At this point, AccessData License Manager now displays a serial number for the VCM on the "Licenses" tab and the VCM can now operate in a similar way to a hardware CodeMeter device.

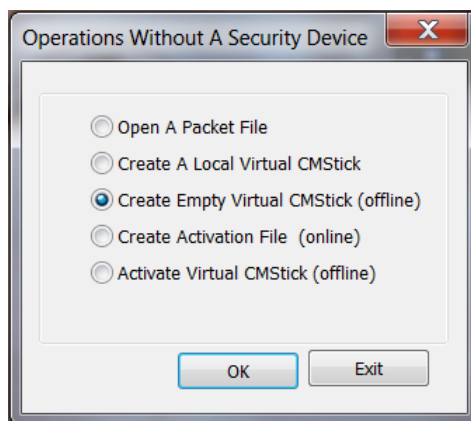
## **SETUP FOR OFFLINE SYSTEMS**

### **PERFORM THESE STEPS ON THE OFFLINE SYSTEM:**

1. Unplug any AccessData dongles you currently have connected.
2. Launch License Manager.

**Note:** When creating a VCM on Windows Server 2003 or 2008 Enterprise Edition, please refer to the special set of steps written for those platforms. See “Creating a Virtual CM-Stick with Server 2003/2008 Enterprise Editions” on page 90.

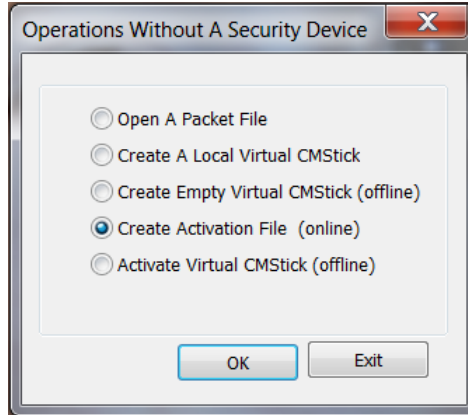
3. Select *Create Empty Virtual CMStick (offline)*.



4. Click *OK*.
5. The resulting dialog prompts you to save the \*.wibucmrau file. Enter a name and path for the file, then click *Save*.
6. Transfer the \*.wibucmrau to the Online system.

### **PERFORM THESE STEPS ON THE ONLINE SYSTEM:**

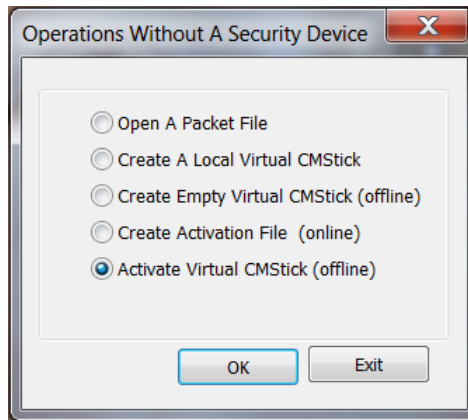
7. Unplug any AccessData dongles you currently have connected.
8. Launch License Manager.
9. Select *Create Activation File (online)*.



10. Click *OK*.  
The Confirmation Code Required dialog appears.
11. Enter your confirmation code and click *OK*.
12. AccessData License Manager will automatically synchronize with the License Server over the internet. Data synchronized from the server will be written to the \*.wibucmrau file. Click *OK* when the update completes.
13. Transfer \*.wibucmrau back to the offline system.

**PERFORM THESE STEPS ON THE OFFLINE SYSTEM:**

14. Unplug any AccessData dongles you currently have connected.
15. Launch License Manager.
16. Select *Create Activate Virtual CMStick (offline)*.



17. Click OK.
18. The resulting dialog prompts you to browse to the location of the newly updated \*.wibucmrau file. Locate the file, then click *Open*. License Manager creates the VCM on your system.
19. At this point, AccessData License Manager should now display a serial number for the VCM on the "Licenses" tab and the VCM can now operate in a similar way to a hardware CodeMeter device.

## **CREATING A VIRTUAL CM-STICK WITH SERVER 2003/2008 ENTERPRISE EDITIONS**

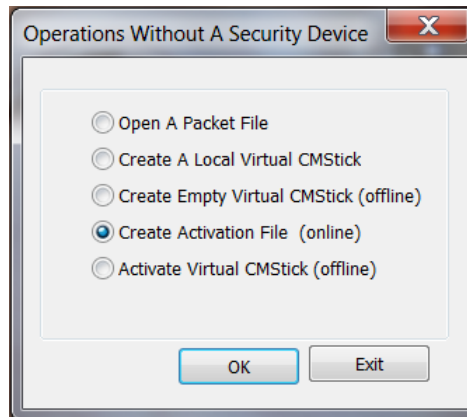
### **CREATE AN EMPTY CODEMETER LICENSE CONTAINER**

1. On the Server 2003/2008 machine, unplug any CodeMeter devices.
2. Open the CodeMeter Control Center. Make sure the window on the License tab is, empty indicating that no licenses are currently loaded.
3. Select *File > Import License...*
4. Browse to the License Manager program files directory.
  - 32 bit systems: C:\Program Files\AccessData\LicenseManager\
  - 64 bit systems: C:\Program Files (x86)\ AccessData\LicenseManager \
5. Highlight the TemplateDisc5010.wbb file, then click *Import*.
6. Click the *Activate License* button.
7. When the CmFAS Assistant opens, click *Next*.

8. Select *Create license request*, and click *Next*.
9. Confirm the desired directory and filename to save .WibuCmRaC. (Example: Test1.WibuCmRaC)
10. Click *Commit*.
11. Click *Finish*.

### **COPY TO ANOTHER MACHINE:**

12. Copy the new .WibuCmRaC to another machine that is not running Windows Server 2003/2008 Enterprise.
- Note:** The destination system must have an active internet connection.
13. Unplug any AccessData dongles you currently have connected.
  14. Launch License Manager.
  15. Select *Create Activation File (online)*.



16. Click *OK*.  
The Confirmation Code Required dialog appears.
17. Enter your confirmation code and click *OK*.
18. AccessData License Manager will automatically synchronize with the License Server over the internet. Data synchronized from the server will be written to the \*.wibucmrau file. Click *OK* when the update completes.

### **FINISH THE ACTIVATION ON THE WINDOWS SERVER 2003/2008 ENTERPRISE SYSTEM:**

19. Copy the activated .WibuCmRaC file to the Server 2003/2008 machine.
20. On the Server 2003/2008 machine, unplug any CodeMeter devices.

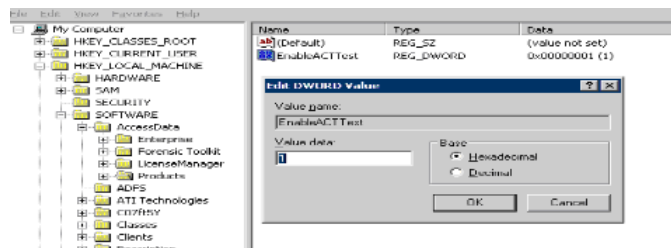
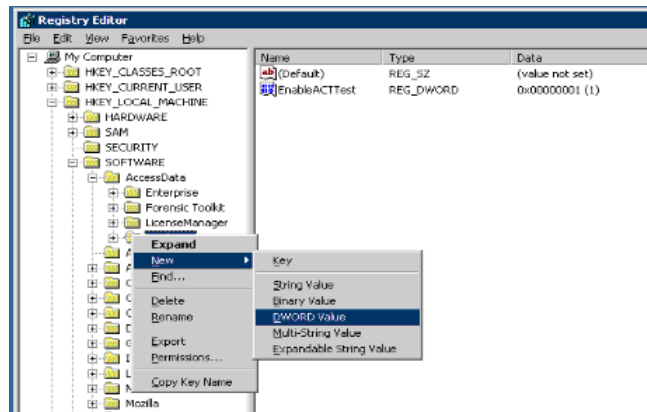
21. Open the CodeMeter Control Center. Make sure the window on the License tab empty indicating that no licenses are currently loaded.
22. Select *File > Import License...*
23. Browse to the location where the activated .WibuCmRaC is stored. Click *Import*.
24. At this point, AccessData License Manager now displays a serial number for the VCM on the "Licenses" tab and the VCM can now operate in a similar way to a hardware CodeMeter device.

## **ADDITIONAL INSTRUCTIONS FOR AD LAB WebUI AND eDISCOVERY:**

The following information will enable the Web User Interface to recognize a VCM.

Add the following DWORD registry string to the following key and set the value to 1:

HKEY\_LOCAL\_MACHINE\SOFTWARE\AccessData\Products | EnableACTTest



The AccessData License Service will know to expect a VCM when EnableACTTest is set to "1."



## **VIRTUAL CODEMETER F.A.Q.s**

Q: How do I get a Virtual CodeMeter (VCM)?

A: Contact your AccessData product sales representative. They will provide you with a VCM confirmation code.

Q: How do VCMs work?

A: A VCM operates in almost exactly the same way as a hardware CodeMeter device, except that they exist as a file stored on the hard disk. During activation, the VCM file (named with a WBB extension) is tied to the hardware of the system using unique hardware identifiers. Those unique identifiers make VCMs non-portable. When AccessData License Manager is launched, it will automatically load the VCM and display its license information. From there, you can refresh, remove, add existing licenses, etc just the same you would with a hardware security device.

Q: Are VCMs supported on virtual machines (VM)?

A: No. Due to the fact that virtual machines are portable and VCMs are not, VCMs are not supported on virtual machines. Currently it is recommended to use AccessData Network License Service (NLS) to license systems running as virtual machines. [CLICK HERE](#) for more information.

Q: Does the AccessData Network License Service (NLS) support VCMs?

A: The current release of NLS does not support using VCM as a network dongle. AccessData is considering this support for a future release.

Q: How can I "unplug" a VCM?

A: If you want to prevent License Manager from automatically loading the VCM you can "unplug" it by stopping the CodeMeter Runtime Service server and then moving (cut and paste) the WBB file to a new location (renaming the file does not suffice). By default the WBB file is located at:

32 bit systems:

C:\Program Files\CodeMeter\CmAct\

64 bit systems:

C:\Program Files (x86)\CodeMeter\CmAct\

Q: I have activated a VCM on my system, but now I need to activate it on a different system. What should I do?

A: Since a VCM is uniquely tied to the system on which it is activated, it cannot be moved to any other system. If you need to activate a VCM on a different system, you need to contact your sales rep.

Q: What if I need to reinstall Windows, format my drive, change my system's hardware, or back up my VCM in case of a disaster? Will the VCM still work?

A: The VCM can be backed up by simply copying the WBB file to a safe location. It can be restored by copying the WBB file to the CmAct folder. The VCM cannot be restored without a WBB file. If you do not have a back up of your WBB file, you will need to get a new confirmation code from your sales rep.

Q: My AccessData product does not seem to recognize the license stored on a VCM. What am I doing wrong?

A: VCMs are supported by the following versions of AccessData products:

FTK 1.81.6 and newer

FTK 3.1.0 and newer

PRTK 6.5.0 and newer

DNA 3.5.0 and newer

RV 1.6.0 and newer

eDiscovery 3.1.2 and newer

AD Lab 3.1.2 and newer

AD Enterprise 3.1.0 and newer

MPE+ 4.0.0.1 and newer

Ensure that the version of the product you are running support VCMs. If the version you are running is listed as supported, verify that according to License Manager, the release date of the version you are running falls before the expiration date of the license.

# NETWORK LICENSE SERVER (NLS) SETUP GUIDE

---

## **INTRODUCTION**

This section discusses the installation steps and configuration notes needed to successfully setup an AccessData Network License Server (NLS).

**Note:** Click on this link to access the latest version of this guide: [Network License Server \(NLS\) Setup Guide](#).

## **PREPARATION NOTES**

- CodeMeter Runtime 3.30a or newer must be installed on all Client and Server systems
- AccessData License Manager must be used to prepare the network dongle. The system running License Manager must have internet access and have CodeMeter Runtime installed.
- The current release of NLS supports the following versions of Windows:
  - Windows XP 32/64 bit
  - Windows Server 2003 32/64 bit
  - Windows Vista 32/64 bit
  - Windows Server 2008 R1 32/64 bit
  - Windows 7 32/64 bit
  - Windows Server 2008 R2 64 bit

## **SETUP OVERVIEW**

Use the following steps to setup NLS:

- 1.** Download the latest release of NLS located in the utilities section of the AccessData download page.
- 2.** Extract contents of ZIP to a folder of your choice.
- 3.** On the NLS server system, run through the NLS Installation MSI and accept all defaults.
- 4.** Prepare network dongle:

- 4a.** Provide serial # to AD Support and request to have the "Network Dongle Flag" applied.
- 4b.** Migrate any additional licenses to the network dongle (CLICK HERE for a link to the License Migration guide.)
- 4c.** Refresh the network dongle device using AccessData License Manager.
- 5.** Launch PRTK, DNA, or FTK3 on the NLS client system.
- 6.** Enter the NLS server configuration information (IP address or hostname of NLS server system and 6921 for the Port) then click, OK.
- 7.** If you encounter any problems, please read the notes below for troubleshooting information.

## **NETWORK DONGLE NOTES**

- AccessData License Manager 2.2.6 or newer should be installed in order to manage licenses on the network dongle.
- Network dongles can hold up to 120 physical licenses. Each License has a capacity to hold thousands of sub licenses (i.e. Client count or worker count).
- Contact AccessData Technical Support to have your CodeMeter device flagged as a "network dongle" (required for NLS).

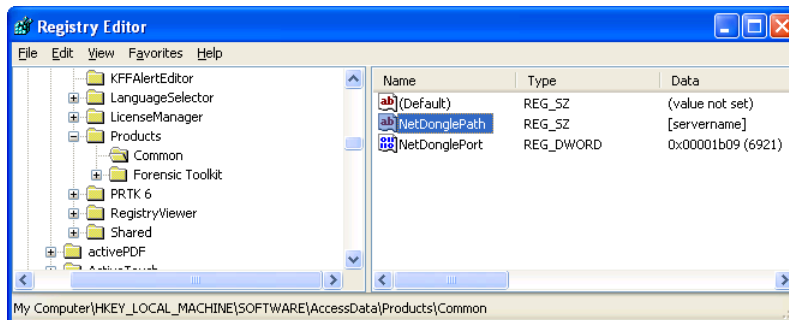
## **NLS SERVER SYSTEM NOTES**

- Make sure CodeMeter device is flagged as "network dongle" (i.e. License Manager will show the serial as "1181234N". To have this flag set on your CodeMeter device, please contact AccessData Technical Support).
- Server system must be configured to not block incoming and outgoing traffic on TCP port 6921.
- A web interface to view and revoke licenses all licenses is accessible at <http://localhost:5555> (this page can only be reached from a web browser running locally on the NLS server system).
- A "network dongle" cannot be used to run AccessData products locally unless the NLS server is running locally.
- Some versions of windows may not find a local NLS server when the DNS hostname of the server is provided. In those cases, it is recommended to use a static IP address.
- When using the NLS across domains, users must have permissions to access resources on both domains (either by dual-domain membership or cross-domain trust).

- When running NLS on Windows Server 2008, Terminal Services must be installed and accepting connections. If Terminal Services is not configured it will not open the port and share out the licenses correctly.
- The name of the service according to Windows is "AccessData Network License Service."

## **NLS CLIENT SYSTEM NOTES**

- When launched, any NLS client application that needs to lease a license from the NLS server will automatically check for the following values within the Windows Registry.



- **NetDonglePath:** The IP address or DNS hostname of the system hosting the Network License Server service which is found in the following registry key on the client system:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\AccessData\Products\Common
- **NetDonglePort:** The TCP port number through which the client and server systems have been configured to use. This value is located in the same key as NetDonglePath.
- **uniqueId:** In order to lease a license from the server, the client system must first possess a unique identification value. This value is automatically generated by applications such as FTK 3, PRTK, or DNA. (Registry Viewer and FTK 1.x cannot be used setup initial client NLS configuration at this time.)  
You can find the each client system's uniqueId by inspecting the following registry key: HKEY\_LOCAL\_MACHINE\SOFTWARE\AccessData\Shared
- Client system must be configured to not block incoming and outgoing traffic on TCP port 6921.
- The following products support the ability to lease a license from a NLS server:
  - FTK 2.2.1 and newer
  - FTK 1.81.2 and newer

- FTK PRO 3.2 and newer
- PRTK 6.4.2 and newer
- DNA 3.4.2 and newer
- Registry Viewer 1.5.4 and newer
- AD Enterprise 3.0.3 and newer
- AD Lab 3.0.4 and newer
- AD Lab Lite 3.1.2 and previous
- Mobile Phone Examiner 3.0 and newer
- Explicit Image Detection (E.I.D.) Add-on
- Glyph Add-on
- Use "AccessData License Manager" (ver. 2.2.4 or newer) to migrate licenses off other devices and onto a network device.
- AccessData products running on Windows Vista, 7, or Server 2008 must be "Run as administrator" at least once in order to lease a license from a NLS server.
- If the NLS client application is having trouble leasing a license either from the NLS server, it is recommended to delete and recreate the NLS registry key located at: `HKEY_LOCAL_MACHINE\SOFTWARE\AccessData\Products\Common` in order to reset the licensing configuration to default.